

The Official  
Alltel  
Directory

Distributed to and Serving the Communities of:

**CITRA • MCINTOSH • ORANGE SPRINGS**

Inside:

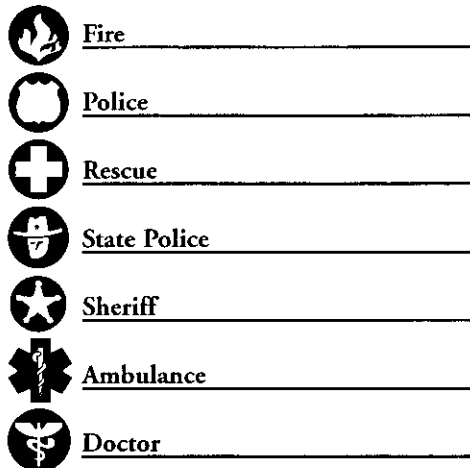
- Area Codes / Time Zones & Local Calling
- Emergency Numbers
- Florida State Parks / Area Attractions
- Human Services Information



April 2006

[allteldirectories.com](http://allteldirectories.com)

# Emergency Numbers



Alachua



Marion



Putnam

Counties



## Other Important Numbers

### Sheriff

Marion County ..... 732-9111  
 Alachua County ..... 591-2712  
 Putnam County ..... 1 + 800-426-9975\*

### Abuse Registry

(Reporting Child Abuse or Abuse of Elderly or Disabled Persons)

(Voice) ..... 1 + 800-962-2873\*  
 (TDD) ..... 1 + 800-453-5145\*



### Assistance For TDD Users Only

..... 1 + 800-374-4463\*

### Bureau Of Alcohol, Tobacco & Firearms

(Jacksonville) ..... 1 + 904-232-3468

### Department of Insurance

Consumer Helpline ..... 1 + 800-342-2762\*  
 Storm Line ..... 1 + 800-227-8676\*

### District III Area Agency On Aging

(Elder Helpline) ..... 1 + 800-262-2243\*

### Emergency Management

Marion County ..... 622-3205  
 Alachua County ..... 1 + 352-264-6500  
 Putnam County ..... 1 + 386-329-0379

### Per Call Blocking

Prevents your phone number from being displayed to the person receiving your call.

How to use: Pick up your handset and listen for the dial tone. Press \* 67. On a rotary phone, dial 1167. Dial the number you're calling as usual. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "private" will be displayed.

**Note:** You must dial \* 67 before each call you place. Otherwise, your phone number will be released to the person receiving your call.

Free of Charge - Available in areas with Caller ID.

### The Family Source of Florida

Parent Helpline ..... 1 + 800-FLA-LOVE\*

### Florida Department Of Law Enforcement

..... 1 + 386-418-5400  
 ..... Charge to Calling Party

### Florida Fish & Wildlife Conservation

..... 1 + 888-404-3922\*

### Florida Local Advocacy Council

Protecting and advocating for a better quality of life for Floridians with unique needs .... 1 + 800-342-0825\*

### Florida Relay Service

(Voice) ..... 1 + 800-955-8770\*  
 (TDD) ..... 1 + 800-955-8771\*

### Forest & Rural Fire & Burning Authorizations

Marion County ..... 1 + 352-955-2010  
 Alachua County ..... 1 + 352-955-2010  
 Putnam County ..... 1 + 352-955-2010

### Missing Children Information Clearing House

..... 1 + 888-356-4774\*

\* No Charge to Calling Party



# Alltel Numbers

*we make the connection*

## Billing Inquiries Or To Place An Order:

### Residential Customers:

1-800-347-1991\*

### Business Customers:

1-800-843-9214\*

### En Español:

1-866-823-1826\*

## Repair Service:

**answered 24 hours (all customers)**

To report a phone out of order or other

Telephone emergencies ..... 1-800-782-6206\*

Dial-Up Internet ..... 1-800-990-4449\*

DSL ..... 1-888-292-3827\*

## Yellow Pages Advertising Sales:

1-800-428-0185\*

## "Call Before You Dig" Buried Cable Location:

1-800-432-4770\*

8 a.m. - 5 p.m. Monday through Friday

After 5:00 p.m., holidays and weekends,  
call 1-800-782-6206.\*

There are no charges for directory assistance or operator assistance if you are physically unable to look up number in the directory or dial local or long-distance numbers due to a physical impairment. Discounted toll rates may apply to users of TDD equipment. For additional information, contact your Service Representative at the number shown above.

\*No Charge to Calling Party



## Directory Assistance (Charges May Apply):

- For Local Numbers ..... 411
- For Numbers Within the 352 Area ..... 1-352-555-1212
- For Numbers Outside the 352 Area ..... 1+Area Code + 555-1212
- For 800 Numbers ..... 1-800-555-1212

## Assistance For Telecommunication Devices For The Deaf (TDD) Users:



- Service and Billing Inquiries for TDD Users ..... 1-800-374-4446 \*
- Repair Service for TDD Users ..... 1-800-374-4463 \*
- Directory Assistance for TDD Users ..... 1-800-374-4463 \*
- Emergency for TDD Users ..... 1-800-374-4463 \*
- Operator Assistance for TDD Users ..... 1-800-374-4463 \*

# Customer Information

## straight talk

### Telephone Service

In the event a customer is dissatisfied with the utility company's decision involving a complaint over rates or service, contact the Florida Public Service Commission Division of Consumer Affairs, 2540 Shumard Oak Blvd, Tallahassee, FL 32399-8153, 1-800-342-3552 (Voice/TDD).

### Telephones Used For Business Purposes

A telephone number which is used substantially for business purposes or is advertised in connection with the sale of products or services should be billed at the business rate.

### No Sales Solicitation

The Telephone Solicitation act provides that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Services. With certain exemptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number.

For information, please contact:  
Division of Consumer Services  
Mayo Bldg., 2nd Floor,  
Tallahassee, FL 32399-8800  
or call:

|                                   |   |
|-----------------------------------|---|
| (1-800-HELPFLA)<br>1-800-435-7352 | (1-800-FLAYUDA)<br>1-800-352-9832 Spanish |
|-----------------------------------|---|

(Note: There is an initial fee of \$10.00 for the first year of this service, and an annual renewal fee of \$5.00)

### Florida Telecommunications Relay, Inc.

Florida Telecommunications Relay, Inc. (FTRI) distributes specialized telecommunications devices FREE-OF-CHARGE to eligible deaf, hard of hearing, deaf and blind and speech-impaired citizens of Florida. FTRI provides Volume Control Telephones for the hearing- or speech-impaired, and TDDs, Large Visual Display TDDs and Braille TDDs to deaf and deaf and blind citizens. Audible, Visual and Tactile Ring Signaling Devices are also available through this program.

For Application of Information call:  
1-800-222-3448 (Voice/TDD)  
M-F 8:30 a.m.-5 p.m.



### The Florida Relay Service

The Florida Relay Service (FRS) provides a communication link between people who use standard telephone equipment and those individuals who use a Telecommunications Device for the Deaf (TDD).

**FRS provides telephone access 24 hours a day, 365 days a year.**  
**To use FRS, call:**

|                      |                        |
|----------------------|------------------------|
| 1-800-955-8771 (TDD) | 1-800-955-8770 (Voice) |
|----------------------|------------------------|

Although there is no charge for calling the 800 number, applicable operator service charges and long distance charges apply. The Telecommunications Access Act of 1991 (TAA) mandates that the FTRI Equipment Distribution Program and the Florida Relay Service be funded by a monthly surcharge billed to all phone customers in Florida.

### Statement Of Non-Discrimination

Alltel is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's non-discrimination compliance efforts is the president of this company. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Continued on next page

# Customer Information

*straight talk*

## Directory Assistance

There is a charge of \$.50 for each call requesting intrastate directory assistance (maximum of two number requests per call). No charge applies for the first call placed to local directory assistance (411) per line per account. This call allowance does not apply on calls placed to intrastate directory assistance (1 + area code + 555-1212).

A charge of \$.85 will apply to calls to directory assistance in an area code that is different than the caller's area code. For example, calls to 1 + 352 + 555-1212, from 386 area code, will be rated at \$.85 per call. No call allowance applies.

No charge applies to calls from hotel/motel rooms, or handicapped persons who are unable to use the telephone directory.

## Line Busy Verification/ Emergency Interrupt

A subscriber request for verification of a number is chargeable if an operator determines that the line is in use. Where a number has been determined to be busy, the operator will provide emergency interrupt service. The charge for emergency interrupt is billed in addition to the line verification charge.

No charge will apply if the customer identifies that the call is to or from an official public emergency agency.

Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

If the operator is able to complete the call, charges for operator assisted calls will be applied in addition to the applicable verification and emergency interrupt charges.

The charges for line verification and emergency interrupt are as follows:

### Local numbers

|                           |        |
|---------------------------|--------|
| line verification.....    | \$2.50 |
| emergency interrupt ..... | \$5.00 |

### Long-distance numbers (intralata)

|                           |        |
|---------------------------|--------|
| line verification.....    | \$2.50 |
| emergency interrupt ..... | \$5.00 |

## Customer-Owned Equipment and Inside Wiring

If you do not own your telephone sets, there are many communication suppliers and retail stores where you may purchase or rent your equipment.

Customer-provided equipment may be connected to telephone company facilities only if it is registered or otherwise complies with the FCC's rules and meets the regulations set forth in the company's tariff. Contractors, electricians and customers can provide the inside wiring for business and residential dwellings. This includes buildings under construction and existing facilities. Alltel Florida, Inc. will provide the necessary telephone demarcation point to the building. If you have questions concerning the use of customer-provided equipment or station, please contact the Alltel Business Office.

## Long Distance Carrier Protection

A PIC-LOCK prohibits anyone from changing your long distance provider without your prior consent. A PIC-LOCK can be placed on your service at no charge. Call your business office for information on this service.

## ALLTEL - PROVIDING TELEPHONE ASSISTANCE IN YOUR COMMUNITY

Striving to make telecommunications services affordable for all consumers, Alltel is proud to offer two financial assistance programs: Lifeline and Link Up Florida. Through these programs, eligible customers may receive discounts on monthly local basic service, service order charges and deposits (including voluntary toll blocking). To qualify for these plans, you must receive benefits from at least one of the following programs: Medicaid, Food Stamps, Supplemental Security Income, Federal Public Housing Assistance or Low-Income Home Energy Assistance Program.

### LIFELINE

With each bill, this program waives the Federal Subscriber Line Charge of \$6.50 and provides a discount off the monthly local exchange service charge.

To qualify for Lifeline, applicants must be participants in at least one of the following programs:

- Food Stamps
- Temporary Assistance for Needy Families
- Supplemental Security Income (SSI)
- Medicaid
- Senior Citizens Discount Plan

Lifeline assistance is available for one telephone line per residence, at the customer's principal place of residence. Alltel also offers voluntary toll blocking to low income customers at no charge. Toll blocking provides the customer with local dialing capabilities, but blocks any call that has a long distance or premium service charge associated with it.

### Link Up Florida

Link Up Florida is a connection fee subsidy program. With Link Up Florida, consumers may receive a 50 percent discount (up to \$30) toward the establishment of local telephone service.

To qualify for Link Up Florida, you must currently be on the Florida Medicaid or Food Stamp programs, or be certified by the Department of Health and Rehabilitative Services as eligible for one of these programs.

Link Up Florida assistance is available for the establishment of a single telephone line per household, at the principal place of residence of eligible applicants.

For more information on either Lifeline or Link Up Florida, you may call Alltel at 1-800-347-1991.



August 2005

# elltel

The Official

Distributed to and Serving the Communities of:

**Crescent City • Florahome  
Hastings • Interlachen**

**Including Listings for:**







Keystone Heights • Melrose  
Orange Springs • Palatka  
Pierson • Pomona Park  
St. Augustine • Welaka

**Inside:**

- Area Codes & Time Zones
- Up-To-Date Community Information
- Emergency Numbers & Helplines
- Fun & Festivities



# Emergency Numbers

|   |                     |
|---|---------------------|
|  | <u>Fire</u>         |
|  | <u>Police</u>       |
|  | <u>State Police</u> |
|  | <u>Sheriff</u>      |
|  | <u>Ambulance</u>    |
|  | <u>Doctor</u>       |

|                  | Fire | Ambulance | Police/<br>Sheriff |
|------------------|------|-----------|--------------------|
| Crescent City    |      |           |                    |
| Putnam County    | 911  | 911       | 911                |
| Florahome        |      |           |                    |
| Clay County      | 911  | 911       | 911                |
| Putnam County    | 911  | 911       | 911                |
| Hastings         |      |           |                    |
| Putnam County    | 911  | 911       | 911                |
| St. Johns County | 911  | 911       | 911                |
| Interlachen      |      |           |                    |
| Putnam County    | 911  | 911       | 911                |

## OTHER IMPORTANT NUMBERS

### Ambulance

|                             |          |
|-----------------------------|----------|
| Crescent City-Putnam County | 329-0800 |
| Florahome-Putnam County     | 329-0800 |
| Hastings-Putnam County      | 329-0800 |
| Interlachen-Putnam County   | 329-0800 |

### Fire-Non-Emergency

|                             |             |
|-----------------------------|-------------|
| Crescent City-Putnam County | 329-0800 ** |
| Florahome-Putnam County     | 329-0800 ** |
| Hastings-Putnam County      | 329-0800 ** |
| Interlachen-Putnam County   | 329-0800 ** |
| City of Palatka             | 329-0120    |

### Police

|                             |             |
|-----------------------------|-------------|
| Crescent City-Putnam County | 698-1211    |
| Florahome-Putnam County     | 329-0800 ** |
| Hastings-Putnam County      | 329-0800 ** |
| Interlachen-Putnam County   | 329-0800 ** |

### Sheriff

|               |                    |
|---------------|--------------------|
| Crescent City | 1 + 800-426-9975 * |
| Florahome     | 329-0800 **        |
| Hastings      | 692-2033           |
| Interlachen   | 329-0800 **        |

### Abuse Registry

(Report child abuse or abuse of elderly or disabled persons)



(Voice) 1 + 800-962-2873 \*

(TDD) 1 + 800-453-5145 \*

### Bureau of Alcohol, Tobacco and Firearms

Jacksonville 1 + 904-232-3468

### Child Support Assistance

(Help in receiving child support) 1 + 800-622-KIDS \*

### Crescent City Natural Gas (Underground Pipelines)

1 + 386-698-1486

### Deaf Emergency fire/police/medical (TDD's Only)

1 + 904-829-6495



### Department of Insurance

|                   |                    |
|-------------------|--------------------|
| Consumer Helpline | 1 + 800-342-2762 * |
| Storm Line        | 1 + 800-227-8676 * |

### District III Area Agency on Aging -

(Elder Helpline) Putnam County 1 + 800-262-2243 \*

### The Family Source of Florida Parent HelpLine

1 + 800-FLA-LOVE \*

### Federal Bureau of Investigation

Jacksonville 1 + 904-721-1211

### Florida Local Advocacy Council

Protecting and advocating for a better quality of life for Floridians with unique needs 1 + 800-342-0825 \*

### Florida Relay Service

(TDD) 1 + 800-955-8771 \*

(Voice) 1 + 800-955-8770 \*

### Forest Fires, Burning Authorizations

Putnam County 1 + 352-955-2010

St. Johns County 1 + 386-446-6785

### Fish & Wildlife Conservation Commission

Central Florida Region 1 + 888-404-3922 \*

### Missing Children Information Clearing House

1 + 888-356-4774 \*

### St. John's River Water Management District

1 + 800-451-7106 \*

\* No charge to calling party.

\*\* Customers calling Sheriff's Offices, Business and Administration as a toll call may call toll-free

1 + 800-426-9975 \*



206 White Avenue S.E.,  
Live Oak, FL 32064

Area Code 386/904

#### Customer Service

##### Billing Inquiries or to Place An Order

|                   |                  |
|-------------------|------------------|
| Residential ..... | 1-800-347-1991 * |
| Business .....    | 1-800-843-9214 * |
| Local Sales ..... | 1-800-797-4418 * |
| En español .....  | 1-800-582-3132 * |

Repair Service ..... 1-800-782-6206 \*

Assistance for TDD users only ..... 1-800-374-4463 \*

\* No charge to calling party

#### UNRESOLVED COMPLAINTS AND CUSTOMER RIGHTS

When you have a question about your bill or your service, call the **CALL CENTER**. Your service representative has a basic responsibility to answer your questions and resolve your problems. If you are not satisfied, feel free to ask for a supervisor. If your problem can't be resolved by the supervisor, ask for the manager or highest levels of management. The **CALL CENTER** number is:

|                            |                |
|----------------------------|----------------|
| Residential Customers..... | 1-800-347-1991 |
| Business Customers.....    | 1-800-843-9214 |

Any service problem should be reported promptly to the telephone company. The telephone number of the **SERVICE DEPARTMENT** is:  
..... 1-800-782-6206

**ACTION LINE** - If you believe local efforts have been unsuccessful in resolving your problem to your satisfaction, you may call: ..... 1-800-222-6825

This toll free number puts you in touch with a specially trained staff that will analyze and take immediate action on your problem, and provide any follow up which may be necessary. If you have made the above contacts and feel that your problem is still not resolved to your satisfaction, it may be referred to the:

#### FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES

Customers of utilities and companies regulated by the commission who have first contacted such a firm concerning a problem, and are not satisfied by the corrective action taken may contact:

Comision de servicio público del estado de la Florida: Todos los clientes de utilidades y empresas reguladas en la Florida que hayan iniciado contacto con dicha entidad y no estén satisfechos con la resolución de su queja y/o investigación pueden dirigirse a:

The Florida Public Service Commission  
Division Of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Phone Toll Free (TDD & Voice) 1-800-342-3552  
Facsimile Toll Free 1-800-511-0809

Internet E-mail address for filing complaints: [CONTACT@PSC.STATE.FL.US](mailto:CONTACT@PSC.STATE.FL.US)  
Internet Address for Retrieving Info: <http://www.psc.state.fl.us/>

# Table of Contents

## Community Spotlight Magazine

**C**urious about what's going on in and around your community? We've prepared these special feature stories to spotlight the particulars of your town. You'll be amazed at the number of exciting attractions that await you - and they're right in your own backyard! We've packed this section with useful information and phone numbers to serve as your handy reference guide. It's exciting to live where you do. It was exciting for us to write about it. Enjoy!

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## The White Pages

Local Alphabetical Telephone Numbers For:  
Crescent City, Florahome, Hastings, Interlachen

Alphabetical Telephone Numbers For These  
Neighboring Cities/ Towns:\*\*

Keystone Heights, Melrose, Orange Springs, Palatka, Pierson,  
Pomona Park, St. Augustine, Welaka

## The Yellow Pages

Classified Listings

## ZIP Codes

Last page preceding the inside back cover

## The Directory Coverage Map

See first yellow page

\*\* These exchanges include the communities of: Elkton,  
Evinston, Grandin and Seville.



**Call Before  
You Dig!**

See page 12

# Alltel Numbers

*we make the connection*

## **Directory Assistance (Charges May Apply):**

- For Local Numbers: .....411
- For Numbers Within the 386/904 Area:  
..... 1 + 386/904-555-1212
- For Numbers Outside the 386/904 Area:  
..... 1 + Area Code-555-1212
- For 800 Numbers: .....1-800-555-1212

## **Assistance for Telecommunication Devices for the Deaf Users:**

- Service and Business Inquiries for TDD Users:  
.....1-800-374-4463\*
- Repair Service for TDD Users: .....1-800-374-4463\*
- Directory Assistance for TDD Users: .....1-800-374-4463\*
- Emergency for TDD Users: .....1-800-374-4463\*
- Operator Assistance for TDD Users: .....1-800-374-4463\*

## **Billing Inquiries Or To Place An Order:**

- Residential Customers: .....1-800-347-1991\*
- Business Customers: .....1-800-843-9214\*
- En espanol .....1-800-582-3132\*

## **Repair Service:**

.....1-800-782-6206\*

## **Yellow Pages Advertising Sales/ Customer Relations**

.....1-800-428-0185\*

## **"Call Before You Dig" Buried Cable Location:**

8:00 a.m. - 5:00 p.m.

Monday through Friday .....1-800-432-4770\*

After 5:00 p.m., holidays and weekends .....1-800-782-6206\*

\* No Charge to Calling Party

There are no charges for directory assistance or operator assistance if you are physically unable to look up numbers in the directory or dial local or long-distance numbers due to a physical impairment. Discounted toll rates may apply to users of TDD equipment. For additional information contact your Service Representative at the number shown above.



**Call Before  
You Dig!**  
See page 12

# Customer Information

## straight talk

### Alltel Employee Identification

Alltel employees carry identification cards. For your protection, please ask to see identification before admitting any service person into your home.

### Tariffs

Tariffs which show rates, rules and regulations for telephone service and facilities are available in our Business Office for public inspection. Please ask if you wish to review them.

### You May Qualify for Lifeline Service or Link Up Florida

Striving to make telecommunications services available for all consumers, Alltel is pleased to offer financial assistance to eligible individuals. Lifeline and Link-Up Florida are two programs that make telecommunications affordable for Alltel customers.

#### Lifeline

With each bill, this program waives the Federal Subscriber Line Charge of \$6.50, and provides a discount off the monthly local exchange service charge.

To qualify for LifeLine, applicants must be participants in at least one of the following programs:

- Food Stamps
- Temporary Assistance for Needy Families
- Supplemental Security Income (SSI)
- Medicaid
- Senior Citizens Discount Plan

Lifeline assistance is available for one telephone line per residence, at the customer's principal place of residence. Alltel also offers voluntary toll blocking to low income customers at no charge. Toll blocking provides the customer with local dialing capabilities, but blocks any call that has a long distance or premium service charge associated with it.

#### Link Up Florida

Link Up Florida is a connection fee subsidy program. With Link Up Florida, consumers may receive a 50 percent discount (up to \$30) toward the establishment of local telephone service.

To qualify for Link Up Florida, you must currently be on the Florida Medicaid or Food Stamp programs, or be certified by the Department of Health and Rehabilitative Services as eligible for one of these programs.

Link Up Florida assistance is available for the establishment of a single telephone line per household, at the principal place of residence of eligible applicants.

For more information on either Lifeline or Link Up Florida, you may call Alltel at 1-800-347-1991.

### Telephone Fraud

Charging long-distance calls to a number other than your own, without permission, is illegal.

### Obscene, Harassing Or Threatening Calls

Placing obscene or harassing telephone calls is a crime. Contact your police department or an Alltel representative at 1-888-558-6700.

### Directory Listings

Dual Listings are available at no charge to two people with the same last name. This is an example of a dual listing:

Smith, John & Jane

Additional white page listings are available for a monthly fee.

A non-published telephone number is available for a monthly fee. Occasionally, the telephone company may have to change a customer's telephone number to meet the needs of the business.

### No Sales Solicitation

The Telephone Solicitation Act provides that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Service. With certain exemptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished phone number.

For more information, please contact:

Division of Consumer Services  
Mayo Building, 2nd Floor  
Tallahassee, Florida 32399-0800  
or call 1-800-435-7352 (1 + 800-HelpFla)  
or 1-800-352-9832 (1 + 800-Flayuda), Spanish

(Note: There is an initial fee of \$10.00 for the first year of this service. Annual renewal fee is \$5.00.)

### Telephones Used for Business Purposes

A telephone number which is used substantially for business purposes or is advertised in connection with the sale of products or services should be billed at the business rate.

### Directory Assistance

There is a charge of \$.50 for each call requesting intrastate directory assistance (two number maximum requests per call).

No charge applies for the first call placed to local directory assistance (1 + 411) per line per account. This call allowance does not apply on calls placed to intrastate directory assistance (1 + area code + 555-1212).

A charge of \$.85 will apply to calls to directory assistance in an area code that is different than the caller's area code. For example, calls to 1 + 352 + 555-1212, from 904 area code, will be rated at \$.85 per call. No call allowance applies.

No charge applies to calls from hotel/motel rooms, or handicapped persons who are unable to use the telephone directory.

### Line Busy Verification/ Emergency Interrupt

A customer request for verification of a number is chargeable if an operator determines that the line is in use. Where a number has been determined to be busy, the operator will provide emergency interrupt service. The charge for emergency interrupt is billed in addition to the line verification charge.

No charge will apply if the customer identifies that the call is to or from an official public emergency agency.

Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

If the operator is able to complete the call, charges for operator assisted calls will be applied in addition to the applicable verification and emergency interrupt charges.

The charges for line verification and emergency interrupt are as follows:

|                           |        |
|---------------------------|--------|
| Line verification.....    | \$2.50 |
| Emergency interrupt ..... | \$5.00 |

### Florida Telecommunications Relay, Inc.

Florida Telecommunications Relay, Inc. (FTRI) distributes specialized telecommunications devices, FREE-OF-CHARGE to eligible deaf, hard of hearing, deaf and blind and speech impaired citizens of Florida. FTRI provides Volume Control Telephones for the hearing impaired, and TDDs, Large Visual Display TDDs and Braille TDDs to deaf and deaf and blind citizens. Audible, Visual and Tactile Ring Signaling Devices are also available through this program.

For Application or Information call:.....1-800-222-3448 (Voice, TDD)  
Mon. - Fri. 8:30 a.m. - 5:00 p.m.

# Customer Information

## straight talk

**Call Before  
You Dig!**  
See page 12

### ■ Important News About Florida Relay Service

As of August 1, 2001, you only need to dial 7-1-1 to reach the Florida Relay Service from anywhere inside the state, 24 hours a day, seven days a week. There is no charge to dial 7-1-1 to use Florida Relay Service. Relay users will no longer have to dial the 11-digit telephone number to reach Florida Relay, which places calls to anywhere in the United States as well as internationally. Just dial 7-1-1...it's that simple and easy.

How does Florida Relay work? Florida Relay is a communication link between people who use standard telephone equipment and people who use Text Telephone (TTY/TDD) or other telecommunications devices. The relay operator (OPR) relays the conversation between the two. The relay operator reads the message to the hearing person at the other end of the line and types the hearing person's spoken words back to the TTY/TDD user. The relay operator has been trained to help conversations flow accurately and easily. There is no limit on the number and length of calls you make through the relay service. All relay calls are handled with the strictest confidentiality.

There are an estimated 1.6 million people in Florida who could benefit from using Florida Relay. If you answer the phone and Florida Relay is on the line, please do not hang up — you could be communicating with family, friends or customers. To learn more about Florida Relay and 7-1-1, call Relay customer service at 1-800-676-3777 (TTY/Voice/ASCII) or visit the Florida Telecommunications Relay, Inc. Web site at [www.ftri.org](http://www.ftri.org).

**REMEMBER:** 7-1-1 is the new number for placing relay calls through Florida Relay. Please do not call Florida Relay or 7-1-1 for emergencies. For emergency assistance, please continue to dial 9-1-1.

### ■ Recording Of Telephone Conversations

As a general rule, telephone conversations may only be recorded if all parties to the telephone conversation have given their prior consent to the recording of the conversation, and the prior consent has either been obtained in writing or is made a part of, and obtained at the start of a recording.

### ■ Statement of Non-Discrimination

Alltel is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is the president of this company. Any individual, or specific class of individuals who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

### ■ Customer Owned Equipment and Inside Wiring

If you do not own your telephone sets, there are many communication suppliers and retail stores where you may purchase or rent your equipment.

Customer provided equipment may be connected to telephone company facilities only if it is registered or otherwise complies with the FCC's rules and meets the regulations set forth in the company's tariff. Contractors electricians and customers can provide the inside wiring for business and

residential dwellings. This includes buildings under construction and existing facilities. Alltel will provide the necessary telephone demarcation to the building. If you have questions concerning the use of customer provided equipment or station, please contact the Alltel Business Office.

### ■ Consumer Rights Pay Per Call (900) Services

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment for 900 service calls.

You should not be billed for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed within your telephone company bill, contact the toll free number provided in the bill section containing the 900 charge in question.

To dispute a 900 service charge appearing in a telephone company bill, you must contact the telephone number provided for bill inquiries. This bill inquiry number appears on the bill page containing the 900 charge you want to dispute. You must call this number to register your dispute within 60 days from the date of the bill. Orally communicating your dispute to the telephone number specified is sufficient notification of a billing error.

If your dispute cannot be resolved while you are on the phone, you will be advised of the outcome of the investigation within two complete bill cycles or not more than 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charge and no collection activity may occur.

If it is agreed to remove the charge from your telephone company bill at the time of verbal contact, and if the provider of the service or its agent later determines that the charge is valid, the company providing the 900 service or its agent, may use their own collection process and additional third party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture of up to \$50 per transaction of the disputed amount.

900 services are non-communications services. Your local or long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate charges, however, may involuntarily result in blocking of your access to these 900 services.

If you want to have your access to 900 services blocked, in most areas you can request this service at no charge by contacting your telephone company.

### ■ About Telephone Sales Calls

Many people enjoy receiving telephone calls at home from companies offering them information about products or services that they may need or want.

When you receive a telephone sales call:

1. Find out who is calling.
2. If you think you may be interested but want to know more, ask the caller to mail information about the offer.
3. If you are not interested, just cut in and say so.
4. If you don't want to get another call from that company, ask the person to take your name off the company's list.

If you want to reduce the number of your at-home telephone solicitation calls from national companies, write to:

Telephone Preference Service  
Direct Marketing Association  
P.O. Box 9014  
Farmingdale, NY 11735-9014  
202-955-5030

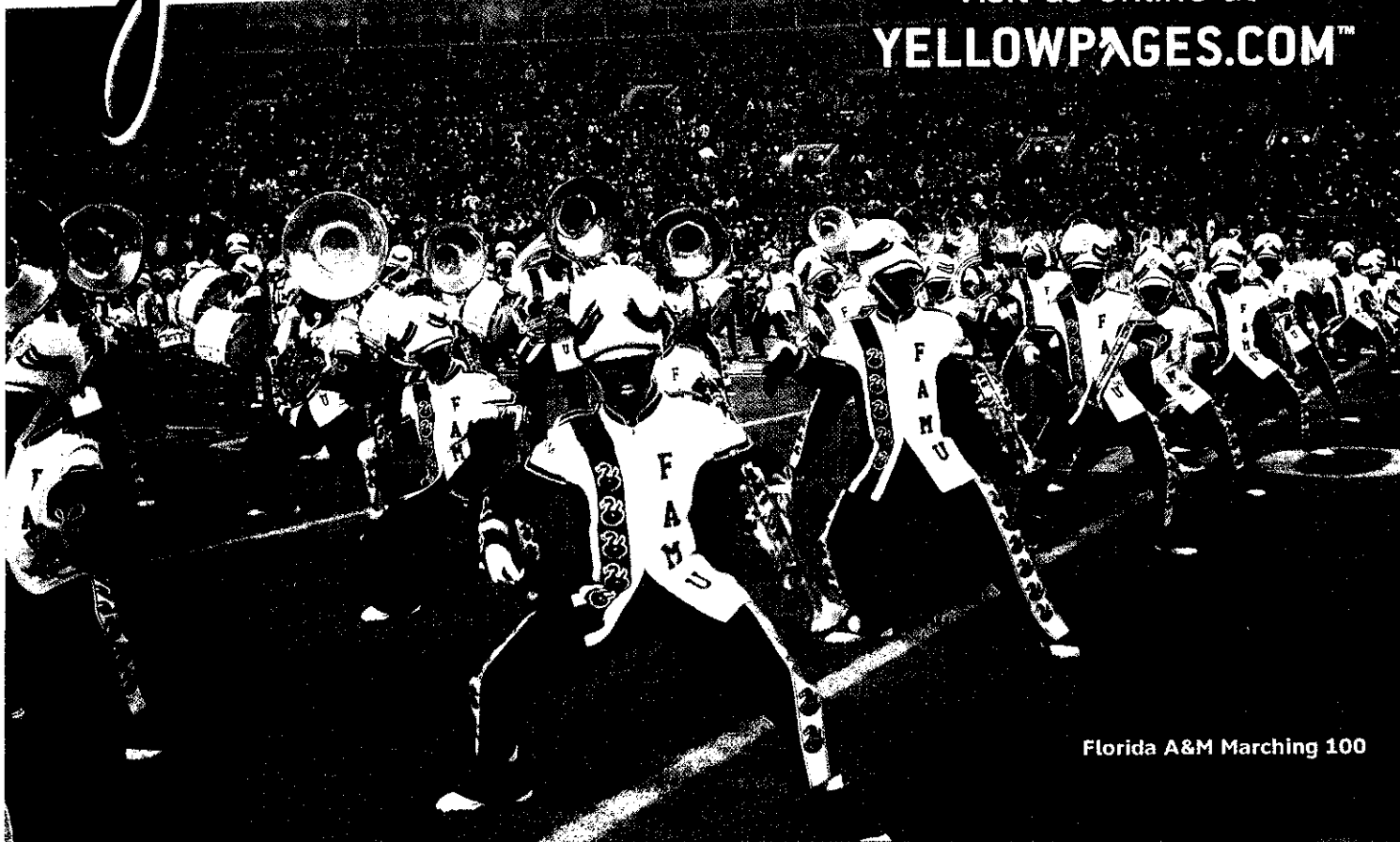
Please include your name, address, and telephone number.





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Florida A&M Marching 100

## Tallahassee

Including Alligator Point, Apalachicola, Carrabelle, Chattahoochee, Crawfordville, Greensboro, Gretna, Havana, Midway, Monticello, Panacea, Quincy, Sopchoppy, St. George Island & St. Marks

Includes customer listings for all local telecommunications companies.

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Customer Guides

Community  
Information Pages

Fold-Out Map

Restaurants/  
Menus

Coupons

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## About The Publisher

Welcome to the AT&T Advertising & Publishing family of directories. A division of AT&T, we publish in excess of 1,250 Yellow Pages titles across the nation. We offer a wide range of services to both users and advertisers, beginning with traditional paper products. In some markets we also offer advertising on the internet and in specialty print products.

A leading Internet Yellow Pages and local search site, **YELLOWPAGES.COM** delivers deep, rich advertiser content under the most intuitive URL in local search. **YELLOWPAGES.COM** provides users with a range of useful tools to make their search easier.

We appreciate the opportunity to serve you as your one-stop shop for telephone numbers, a shopping guide you can trust, and a showcase for your advertising needs. We're proud to have been serving your needs by publishing directories for over 100 years. We hope you will remember to turn to the AT&T Real Yellow Pages for real consumer and business solutions.



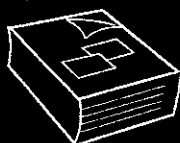
## Directory Recycling

We care about the environment and want you to have the resources you need to know where to recycle our phone directories. This directory is 100% recyclable and is printed on recycled paper. To find a local recycling center near you:

- Visit "Keep America Beautiful" on the Internet at [www.kab.org](http://www.kab.org), or call **1-877-88RECYCLE (1-877-887-3292)**.
- You may also find additional recycling information in the AT&T Real Yellow Pages from under the heading "Recycling".

**ADVERTISE**  
Call:

**1-877-573-2597**



### To Order A Directory...

**For Customers Of AT&T Florida** For a Local Directory, Call Toll Free:

Residence: **1-888-757-6500**

Business: **1-866-620-6000**

Online: **www.bellsouth.com/phonebook**

**For Customers Of Other Local Exchange Carriers**

Call **1 866 REAL YPS (1-866-732-5977)**

**For Directories Of Cities Across The U.S. as well as Specialty Directories**

Call the Directory Sales Center: **1-800-682-4000**

(Note: Charges will apply for non-local directories.)

**To Order Advertising.....1-877-573-2597**

## Customer Guides

# Florida Relay - Telecommunication Services For Deaf, Hard Of Hearing And Speech Disabled Individuals



### OPERATOR/DIRECTORY ASSISTANCE

Call 1-800-855-4000.

(TTY\* only. Nationwide service is provided by Sprint.)

### FLORIDA RELAY CENTER

This service, implemented by the Florida Public Service Commission, allows customers who use specialized telephone equipment to communicate with people who use standard telephones. Special Relay Operators can translate TTY messages into speech for non-TTY users and vice versa 24 hours a day. Translation services for English and ASL-based text, Spanish, and French Creole are also available. There are no restrictions on the number or length of calls placed. No charges apply to local calls. AT&T Florida and other local telephone companies collect a surcharge per phone line per month from every customer. The collected monies will go into a trust fund to operate the Florida Relay Center.

To make calls through the Florida Relay Center, you can dial **7-1-1** or use the following toll free access numbers.

**1-800-955-8771** (TTY)

**1-877-955-8260** (VCO)

**1-800-955-8770** (Voice)

**1-800-955-1339** (ASCII)

**1-877-955-5334** (STS)

**1-877-955-8773** (Spanish)

**1-877-955-8707** (French Creole - available from 8 a.m. - 2 a.m. daily)

**1-900-230-6868** (900 Services)

For Customer Service (TTY/Voice/ASCII)

**1-800-676-3777** (English)

**1-800-676-4290** (Spanish)

### FLORIDA TELECOMMUNICATIONS RELAY, INC.

Florida Telecommunications Relay, Inc. (FTRI) distribution program provides specialized telecommunications devices, at no charge, to eligible deaf, hard of hearing, deaf and blind and speech-impaired citizens of Florida. FTRI provides hearing/speech volume control telephones, voice carry-over telephones, TTY text telephones, voice/hearing carry-over text telephones, as well as large visual display TTY's. Audible, visual and tactile ring signaling devices and in-line amplifiers are also available through this program. For application or information call: **1-800-222-3448** (Voice) and **1-888-447-5620** (TTY) Monday - Friday 8:30 am - 5:00 pm EST or go to [www.ftri.org](http://www.ftri.org). For printed materials regarding FTRI Equipment and Florida Relay, call **1-866-357-3529**.

### PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long distance calls on pay telephones can pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards can be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services. Local calls through a relay service from a pay telephone are free of charge.

\* Text Telephone



## Need-To-Know Information

### LINK-UP AND LIFELINE

You may be eligible for assistance with your local telephone bill if you currently receive one of the following:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)
- Federal Public Housing Assistance (often called "Section 8")
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program

If you are at or below 135% of the poverty level, but not currently receiving benefits from one of the listed programs, you may be able to qualify by contacting the Office of Public Counsel in Tallahassee on **1-800-540-7039**.

The Link-Up and Lifeline programs offer assistance to qualified residential customers. The purpose is to make telephone service more accessible to those who otherwise might not be able to afford service. Both programs are available for one telephone line per household at your principal place of residence.

- For assistance with non-recurring service charges, Link-Up provides a federal credit of 50%, up to a maximum of \$30.00.
- For assistance with monthly local service charges, Lifeline provides a federal credit of \$10.00 and an AT&T Florida credit of \$3.50, for a maximum Lifeline credit of \$13.50 per month.
- If you choose long distance blocking service, a deposit will not be required.

Proof of eligibility will be required.

To apply for Lifeline or Link-Up, or for more information, call your residential Service Representative at **1-888-757-6500**. To speak with a Service Representative in Spanish, call **1-888-707-2840**.

### WIRETAPPING

It is unlawful to wiretap or otherwise intercept calls on a telephone line unless a court has approved the wiretap. You may report suspected wiretapping to your local law enforcement agency.

### CALL BEFORE YOU DIG (BURIED CABLE LOCATION SERVICE)

We'll help locate and mark buried utility cable. If you don't call for assistance and you cut the lines, you may be billed for repairs.

Dial: **8-1-1** or  
 In Florida: **1-800-432-4770**  
 In Alabama: **1-800-292-8525**  
 In Georgia: **1-800-282-7411**

### NO SALES SOLICITATION CALLS

Florida Statutes provide that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Services. With certain exceptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number.

For information, please contact:

Florida Department of Agriculture and Consumer Services, Division of Consumer Services  
 2005 Apalachee Parkway  
 Rhodes Building  
 Tallahassee, FL 32399-6500  
 or call:  
**1-800-435-7352**  
**1-800-352-9832 (Spanish)**

(Note: There is an initial fee of \$10.00 for the first year of this service and \$5.00 for every year thereafter.)

The law also prohibits sales solicitations generated by illegal automatic dialing equipment, except under certain circumstances.

## Customer Guides

## About AT&amp;T Florida

**AT&T**

We realize that you have a choice of providers for your local telephone service, and we thank you for choosing AT&T Florida. We're the one-stop source for everything you need and expect from a premier communications company and technology leader. The information below will help you do business with us.

|   | Residence (toll free)  | Business (toll free)                              | Mail all correspondence (other than bill payments) to:<br><b>AT&amp;T Florida<br/>Correspondence</b><br>P. O. Box 100-120<br>Columbia, SC 29202  |
|---|--|---|--|
| <b>For sales, billing and service</b><br>To conduct business online   | 1-888-757-6500<br>www.bellsouth.com                          | 1-866-620-6000<br>www.bellsouth.com               |  |
| <b>Para ventas, factura y servicio (en español)</b><br><b>For sales, billing and service (in Spanish)</b>   | 1-888-707-2840<br>www.bellsouth.com/español                  | 1-888-883-8511                                    |  |
| <b>For repair service (24/7)</b><br>TTY users   | 1-877-737-2478<br>www.bellsouth.com/repair<br>1-888-341-2355 | 1-866-620-6900<br>www.bellsouth.com/repair        |  |
| <b>To call the Help Line -<br/>How to use services</b>  | 1-800-448-1110<br>www.bellsouth.com/instructions             | 1-866-620-6000<br>www.bellsouth.com/instructions  | <b>Building Industry<br/>Consulting Service<br/>(BICS)</b><br>Architects<br>Contractors<br>Building Owners<br><br>For assistance in the<br>design of AT&T Florida<br>cable support facilities<br>for new or remodeled<br>commercial buildings<br>and multiple-dwelling<br>residential properties,<br>call<br><b>1-888-640-2427</b> |
| <b>To purchase telephones and accessories</b>   | 1-800-733-2355<br>www.bellsouth.com                          | 1-800-298-0973 (sets)<br>1-800-568-5323 (systems) |  |
| <b>To order Dial Internet service</b>   | www.bellsouth.com/dial<br>1-800-436-8638                     | www.bellsouth.com/smallbusiness<br>1-877-249-3425 |  |
| <b>To order DSL service</b>   | www.bellsouth.com/dsl<br>1-800-263-0241                      | www.fastaccess.com<br>1-888-321-2375              |  |
| <b>To order Integrated Services Digital Network<br/>(ISDN) service</b>                                      | 1-800-858-9413   | 1-800-858-9413                                    |  |
| <b>To order a Global Calling Card</b>   | 1-800-235-5768   | 1-800-235-5768                                    |  |
| <b>To order Wireless service</b>  | 1-888-757-6500<br>www.bellsouth.com/cingularwireless         | 1-866-620-6000                                    |  |
| <b>To order Long Distance</b>   | 1-888-757-6500<br>www.bellsouth.com/orderid                  | 1-866-620-6000<br>www.bellsouth.com/orderid       |  |
| <b>To reach local or National Directory Assistance</b><br>Charges apply. Two listings are allowed per call. | 4-1-1  | 4-1-1   |  |

## ACCESSING YOUR ACCOUNT

For secure online access to your account, you will need the last four digits of the Social Security number associated with the account holder and the ZIP code of the billing address. For secure access to your residential account through self service over the phone, you need your PIN or the last four digits of your Social Security number. Both services are available 24 hours a day, 7 days a week.

**www.bellsouth.com**

- Establish new service.
- Change existing service.
- Move existing service.
- Restore or suspend your service.
- Report a repair problem.
- Order phone books.
- Check product pricing and availability.
- Order new products or services.
- Check order status.
- Review product and feature usage instructions.
- View and pay your bill.
- Make payment arrangements.

**Self Service**

- Order new or cancel existing calling services.
  - Get the amount, date or a copy of your last bill.
  - Arrange to pay your bill.
  - Suspend or restore service.
  - Get information about how to use services.
- Call Self Service by dialing **1-888-757-6500**.

## NEED TO PAY YOUR BILL?

1. Visit **www.bellsouth.com/pay** to view and pay your bill online. You can make secure payments directly from your bank account. Payments are credited to your account immediately.
2. Pay via the Automatic Bill Payment Option and have your monthly bill amount automatically deducted from your bank account each month. Visit **www.bellsouth.com/pay** and select Automatic Payments. You may also call the AT&T Florida Service Center at **1-888-757-6500** for enrollment information.
3. Mail your payment to: AT&T Florida, P.O. Box 1262, Charlotte, NC, 28201-1262 (residence), P.O. Box 70529, Charlotte, NC 28272-0529 (small business) or P.O. Box 70807, Charlotte, NC 28272-0807 (large business).
4. Pay in person. Visit **www.bellsouth.com/pay** and select 'Preferred Payment Agents' under Payment Options or call a Customer Service Representative at **1-888-757-6500** to locate the AT&T Florida Payment Center nearest you. Charges may apply.
5. Residential customers may use self service over the phone to make payment arrangements by dialing **1-888-757-6500**.
6. Residential customers may pay by check through our automated voice response unit by calling **1-888-757-6500**.

## AT&T FLORIDA TELECOMMUNICATIONS CENTER FOR CUSTOMERS WITH DISABILITIES

AT&T Florida offers products and services for customers with visual, hearing, speech or physical disabilities. Customers with a disability that prevents the use of a directory can apply for exemption from local Directory Assistance charges. Customers with speech or hearing disabilities may be eligible for a reduction in long distance charges. For questions about service, equipment, billing or repair, call one of the following help-line numbers or visit our Web site at [www.bellsouth.com/specialneeds](http://www.bellsouth.com/specialneeds).



**Customers who are deaf or who have speech disabilities**  
TTY/VCO/HCO: 1-888-341-2355

\*Used with permission of the National Association of the Deaf.

**Customers who are able to speak**  
Voice only: 1-888-390-7770

### HOW TO USE AT&T FLORIDA OPTIONAL CALLING FEATURES

The following table provides the usage codes for our most popular calling services, which are available in most areas for a nominal charge. For more information, go to [www.bellsouth.com/instructions](http://www.bellsouth.com/instructions). Callers from outside the local calling area incur long distance charges when Call Forwarding services are activated. Call Return, Repeat Dialing and Three-way Calling are available by subscription with unlimited use for a flat monthly rate, or per use for a nominal per-use fee. To block access to these per-use features from your phone at no charge, call your AT&T Florida Service Center at 1-888-757-6500.

| Service                      | Usage Code(s)                | Description  |
|------------------------------|------------------------------|--|
| Anonymous Call Rejection     | On: *77<br>Off: *87          | Works with Caller ID to prevent calls from callers who block delivery of their name, number or both.                           |
| Call Block                   | On: *60                      | Blocks delivery of calls from up to six numbers. Dial *60 and follow voice prompts to use service.                             |
| Call Forwarding              | On: 72#<br>Off: 73#          | Allows you to forward your calls to any other number. (After pressing 72#, dial your "forward-to" number.)                     |
| Call Hold                    | "Click it"<br>Then press *52 | Places a call on hold. To return to your call, hang up. Answer the phone when it rings.  |
| Call Return                  | *69                          | Determines the last number that called you and dials the number when you press 1.  |
| Southern Bell® Call Selector | On: *61                      | Gives up to six numbers a distinctive ring so you recognize "special calls." Dial *61 and follow voice prompts to use service. |
| Call Tracing                 | *57                          | Traces the number of the call you received last.   |
| Call Waiting                 | "Click it"                   | Places your existing call on hold and answers a waiting call.  |
| Cancel Call Waiting          | *70                          | Turns off Call Waiting for the duration of a call.   |
| Per-Call Blocking            | *67                          | Blocks delivery of your number to the phone number you are calling.  |
| Preferred Call Forwarding    | On: *63                      | Allows you to forward your most important calls to another number. Dial *63 and follow voice prompts to use service.           |
| Repeat Dialing               | *66                          | Automatically redials a busy number for up to 30 minutes.  |
| Speed Calling 8              | 74#                          | Allows you to establish a list of 8 frequently called numbers that may be dialed with one digit (2 - 9).                       |
| Speed Calling 30             | 75#                          | Allows you to establish a list of 30 frequently called numbers that may be dialed with two digits (20 - 49).                   |
| Voice Mail Access            | *98                          | Provides quick dialing access to your voice mail from your phone.  |
| Three-way Calling            | "Click it"                   | Allows you to set up a three-way conversation that includes your phone and two other numbers.                                  |
| Privacy Director Service     | 1-888-575-6677               | Call to turn the service on and off.   |

### SERVICE INTERACTIONS

**Anonymous Call Rejection:** If you have Anonymous Call Rejection service and the service is activated, anonymous calls from a number that is on your Call Selector or Preferred Call Forwarding lists are completed or forwarded.

**Call Block, Call Selector and Preferred Call Forwarding:**

- If a number is on your Call Block, Preferred Call Forwarding and Call Selector lists, Call Block takes precedence. Calls from that number are blocked.
- Unknown callers and out-of-area calls cannot be placed on your lists.

**Call Return:** If the last incoming call was marked private, Call Return cannot be used.

**Call Selector:** Call Selector works with Call Waiting. You can distinguish between the two by the number of the tones you receive (one with Call Waiting, two with Call Selector).

**Call Waiting:**

- In some areas, if you hang up while someone is on hold, your phone rings. Answer to continue the call.
- You cannot turn off Call Waiting if you are on one call with another call waiting.
- Call Waiting does not work if you are on a three-way call.

**Preferred Call Forwarding:**

- If one of your preferred numbers is also on your Call Block list, turn off Call Block before using Preferred Call Forwarding.
- You cannot use regular Call Forwarding and Preferred Call Forwarding at the same time.

**Repeat Dialing:**

- You can continue to make and receive calls after dialing \*66. Repeat Dialing will continue to dial the busy number.

ECHO Outreach Ministries . 850-224-3246  
 Epilepsy Assoc. - Big Bend . 850-222-1777  
 F.I.R.E. . . . . 850-942-3658  
 (Florida Institute of Rehabilitation  
 Education for People Who Are Visually  
 Impaired or Blind)  
 Legal Aid Foundation of  
 the Tallahassee Bar Assoc. . 850-222-3004  
 Legal Services of N FL . . . 850-385-9007  
 Leon Advocacy &  
 Resource Center . . . . . 850-422-0355  
 Literacy Volunteers of  
 Leon County . . . . . 850-487-4444  
 Lutheran Social Svcs N FL . 850-575-2868  
 Mothers in Crisis . . . . . 850-222-7705  
 Neighborhood Health Svcs. 850-224-2469  
 Ofc of the Public Guardian . 850-487-4609  
 Planned Parenthood of  
 North Central Florida. . . . 850-574-7455  
 Pregnancy Help &  
 Information Center . . . . . 850-222-7177  
 Salvation Army . . . . . 850-222-0304  
 Tallahassee Urban League. . 850-222-6111  
 United Way of the Big Bend  
 (Franklin, Gadsden, Jefferson,  
 Leon & Wakulla counties). . 850-414-0844

## HELPLINES

Family Health Line . . . . . 1-800-451-2229  
 Florida Breast &  
 Cervical Cancer Hotline. . . 1-800-451-2229  
 Florida HIV/AIDS Hotline  
 English 1-800-FLA-AIDS (1-800-352-2437)  
 Spanish 1-800-545-SIDA (1-800-545-7432)  
 Creole 1-800-AIDS-101 (1-800-243-7101)  
 TTY . . . . . 1-888-503-7118  
 Helpline 2-1-1 Big Bend . . . . 2-1-1  
 . . . . . 850-617-NEED  
 . . . . . (850-617-6333)  
 TTY . . . . . 850-921-4020  
 Parent Helpline . . . . . 1-800-352-5683  
 Refuge House . . . . . 850-681-2111  
 . . . . . or 1-800-500-1119  
 The Shelter . . . . . 850-224-9055  
 24-Hour Addictions  
 Referral Network. . . . . 1-800-577-4714

## HOSPITALS WITH 24-HOUR EMERGENCY ROOMS

Capital Regional Medical Center  
 2626 Capital Medical Blvd., Tallahassee  
 850-325-5000  
[www.capitalregionalmedicalcenter.com](http://www.capitalregionalmedicalcenter.com)

Tallahassee Memorial HealthCare  
 1300 Miccosukee Road, Tallahassee  
 850-431-1155  
[www.tmh.org](http://www.tmh.org)

George E. Weems Memorial Hospital  
 135 Avenue G, Apalachicola  
 850-653-8853

## HUNTING REGISTRATION

Hunting licenses are required & allow the hunting of any animal or bird in season except on game reserves & posted private property without written permission. Licenses are available from county Tax Collector's offices or substations ranging from hunting supplies shops to discount stores. For an additional convenience fee, "instant licenses" are also available via the Internet or call:

**1-888-HUNT-FLORIDA (1-888-486-8356)**

For detailed information on hunting licenses, call or check online:

**Florida Fish & Wildlife  
 Conservation Commission**  
 850-265-3676  
[www.myfwc.com](http://www.myfwc.com)

## INFORMATION SOURCES

Apalachicola Bay Chamber of Commerce  
 & Visitor Center  
 122 Commerce Street, Apalachicola  
 850-653-9419  
[www.apalachicolabay.org](http://www.apalachicolabay.org)

Capital City Chamber of Commerce  
 1602 South Monroe Street, Tallahassee  
 850-224-0152  
[www.capitalcitychamber.com](http://www.capitalcitychamber.com)

Carrabelle Chamber of Commerce  
 105 St. James Avenue, Carrabelle  
 850-697-2585  
[www.carrabellechamber.org](http://www.carrabellechamber.org)

Franklin County  
 Tourist Development Council  
 Apalachicola  
 850-653-8678  
[www.franklincountyflorida.com/tdc](http://www.franklincountyflorida.com/tdc)

Gadsden County Chamber of Commerce  
 208 North Adams Street, Quincy  
 850-627-9231 or 1-800-627-9231  
[www.gadsdencc.com](http://www.gadsdencc.com)

Gadsden County  
 Tourism Development Council  
 208 North Adams Street, Quincy  
 850-627-0344 or 1-866-841-4237  
[www.visitgadsden.com](http://www.visitgadsden.com)

Greater Tallahassee  
 Chamber of Commerce  
 100 N. Duval Street, Tallahassee  
 850-224-8116  
[www.talchamber.com](http://www.talchamber.com)

Monticello-Jefferson County  
 Chamber of Commerce  
 420 West Washington Street, Monticello  
 850-997-5552  
[www.monticellojeffersonfl.com](http://www.monticellojeffersonfl.com)

Tallahassee Area Convention & Visitors  
 Bureau Visitors Information Center  
 106 East Jefferson Street, Tallahassee  
 850-606-2305 or 1-800-628-2866  
[www.seetallahassee.com](http://www.seetallahassee.com)

Wakulla County Chamber of Commerce  
 5 Crescent Way, Crawfordville  
 850-926-1848  
[www.wakullacounty.org](http://www.wakullacounty.org)

Wakulla County  
 Tourist Development Council  
 1493 Coastal Hwy. Panama  
 850-984-3966  
[www.wakullacounty.org](http://www.wakullacounty.org)

## LIBRARIES

FRANKLIN COUNTY  
 PUBLIC LIBRARY SYSTEM  
[www.franklin.lib.fl.us](http://www.franklin.lib.fl.us)

Apalachicola Municipal Library  
 74 6th Street, Apalachicola  
 850-653-8436

Apalachicola Program Center  
 148 8th Street, Apalachicola  
 850-653-2784

Carrabelle Branch  
 311 St. James Avenue, Carrabelle  
 850-697-2366

Eastpoint Branch  
 29 Island Drive, Eastpoint  
 850-670-8151

GADSDEN COUNTY  
 PUBLIC LIBRARY SYSTEM  
[www.gcpls.org](http://www.gcpls.org)

Main Library -  
 William A. "Bill" McGill Library  
 732 Pat Thomas Parkway, Quincy  
 850-627-7106

Chattahoochee Branch  
 300 Mable Street, Chattahoochee  
 850-663-2707

Havana Branch  
 203 East 5th Street, Havana  
 850-539-2844

JEFFERSON COUNTY PUBLIC LIBRARY  
[www.jefferson.lib.fl.us](http://www.jefferson.lib.fl.us)

375 Water Street, Monticello  
 850-342-0205

Tallahassee  
 Museum

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# Community Information Pages



**Tallahassee Community College** offers a wide variety of academic and training programs to meet your needs.

## TCC Offers:

- A.A. degree (for transfer)
- Biotechnology
- Business administration
- Computer programming
- Criminal justice
- Dental hygiene/assisting
- Drafting and design technology
- Early childhood education
- Emergency medical services
- Engineering technology
- Graphic design
- Health education
- Law enforcement
- Network service technology
- Nursing
- Office systems technology
- Paralegal and legal studies
- Personal Training
- Radiology
- Recreation technology
- Respiratory care

*...and much more*

For more information about programs at TCC, call (850) 201-TCC-1 or go on line at [www.tcc.fl.edu](http://www.tcc.fl.edu).



850-906-9494 or  
1-877-243-3123  
1706 Halstead Blvd.,  
Tallahassee  
[www.keiseruniversity.edu](http://www.keiseruniversity.edu)

## KEISER COLLEGE

Keiser University is a regionally accredited, private, career-focused university. In addition to Tallahassee, the university has 12 other locations in Florida including the main campus in Fort Lauderdale.

Keiser University's Tallahassee campus is located in the northeast area of Leon County.

The campus was designed to meet the specific needs of Keiser University's program. The Tallahassee campus is comprised of four buildings encompassing over 55,000 square feet of laboratories, classrooms and offices. This includes the Center for Culinary Arts, a 16,000 square foot culinary facility providing culinary arts students with a production kitchen, two instructional kitchen laboratories, classrooms, and a multi-use facility spacious enough for banquets, seminars and special functions.

The Tallahassee campus also has a library, student lounge, and computer center for student use. Keiser University provides free parking.

## UNDERGRADUATE ACADEMIC PROGRAMS

### Bachelor Degrees

- Accounting, BA\*
- Business Administration, BA
- Concentrations in International Business, Marketing and Human Resources
- Criminal Justice, BA
- Health Services Administration, BA
- Professional Accounting, BA\*
- Health Science, BS\*
- Information Technology Management, BS\*
- Nursing, BS\*

(\*Indicates Online Only)

### Associate Degrees

- Accounting, AA
- Baking and Pastry Arts, AS
- Business Administration, AA
- Concentrations in International Business, Marketing and Human Resources
- Computer Graphics and Design, AS
- Computer Networking and Security Management, AS
- Criminal Justice, AA
- Culinary Arts, AS
- Health Services Administration, AA
- Medical Assisting, AS
- Nursing, AS
- Paralegal Studies, AA
- Radiologic Technology, AS

## TALLAHASSEE COMMUNITY COLLEGE



850-201-6200  
444 Appleyard Dr.,  
Tallahassee  
[www.tcc.fl.edu](http://www.tcc.fl.edu)

Since 1966, Tallahassee Community College has offered high-quality post-secondary education for the citizens of Leon, Gadsden & Wakulla counties, along with students from throughout the state, nation & abroad.

TCC has earned continual listing among the Top 100 colleges in the nation for the number of associate degrees awarded. The College ranked 22nd in the nation in 2006.

TCC's faculty provides a strong foundation for its many graduates moving on to Florida State, Florida A & M and other four-year institutions. Nearly 75 percent of TCC's A.A. graduates transfer into the State University System within a year - the highest percentage in the Florida community college system. TCC's faculty is rated twice the national average in doctoral degrees and years of experience.

TCC works closely with its university partners: Flagler College, Embry-Riddle Aeronautical University, Barry University and St. Leo University. Each school offers students the opportunity to earn a bachelor's degree without leaving the TCC campus.

TCC provides day and evening classes at a variety of locations as well as online and in a variety of express sessions within each term.

## FREQUENTLY CALLED NUMBERS

Adult and Community-Based Programs  
850-201-8760

Athletics Information / Tickets  
850-201-8066

Disability Support Services  
850-201-8430

Enrollment Services  
850-201-8555

Financial Aid  
850-201-8399

GED  
850-201-8065

Library  
850-201-8383

Pat Thomas Law Enforcement Academy  
850-201-7000

Student Success Center / Campus Tour  
850-201-8440

Technology and Professional Programs  
850-201-8352

Testing Center  
850-201-8282

TCC Foundation  
850-201-8580

TTD (Hearing Impaired Only)  
850-201-8429

News updates and other services are provided by calling 201-TCC1 (8221).

**EDUCATIONAL OPPORTUNITIES ABROAD:** FSU offers a variety of overseas study opportunities for students during the regular academic year. FSU has study centers located in Florence, Italy; Panama City, Republic of Panama; Valencia, Spain; and London, England. Courses at the study centers are offered each semester and cover a wide range of subject areas perfect for meeting general and liberal studies requirements. International Programs also offers study programs, some general and some major specific, in Paris, France; Leysin, Switzerland; San Jose, Costa Rica; Moscow, Russia; Prague, Czech Republic; Gerakina, Greece; Dubrovnik, Croatia; Dublin, Ireland; Tianjin, China; Barga, Italy; Valencia, Spain; London, England, and Ho Chi Minh City, Vietnam. A summer Law program is offered in Oxford, England. There is one Linkage Institute (FLORICA) in Costa Rica, and there are Beyond Borders programs in Turrialba, Costa Rica; Kingston, Jamaica; and Dresden, Germany.

**EXTRACURRICULAR ACTIVITIES:** FSU has nearly 300 student organizations that allow students to find their own niche.

**FINANCIAL AID:** FSU offers two types of financial assistance: need-based and merit-based... Over \$160 million is given away for financial assistance each year.

**STUDENT/FACULTY RATIO:** 23-1... Many of the general education classes are large, lecture classes; however, over 70 percent of major classes have less than 40 students.

**RESEARCH:** The Florida State University has built a reputation as a strong research center in both the sciences and the humanities. It is expected that more than \$100 million in external funds will be generated this year by the university faculty and administration as supplements to state funds used for research. These external funds are in the form of contracts and grants from private foundations, industries, and government agencies, and are used to support research, improve research facilities, and provide stipends for graduate students.

**LIBRARY HOLDINGS:** The FSU Libraries include eight libraries on campus: The Robert Manning Stroz Library, Paul A. M. Dirac Science Library, Mildred and Claude Pepper Library, Warren Allen Music Library, Harold Goldstein Library and Information Studies Library, College of Law Library, College of Medicine Medical Library, and the College of Engineering Library. Collections contain more than 2.7 million volumes, of which more than 243,000 are available electronically as e-books. The library subscribes to more than 38,000 current serials including academic journals, professional and trade journals, and major newspapers from around the country and the globe in both paper and electronic formats. The Libraries also subscribe to more than 290 databases, many of which are available for searching anytime or anyplace Internet is available.

## FREQUENTLY CALLED NUMBERS

Alumni Association  
850-644-2761

Athletic Main Line  
850-644-9201

Athletic Ticket Office  
850-644-1830

Admissions  
850-644-3420

Campus Recreation/Leach Center  
850-644-0550

Campus TDD - Dir. Assist. for the Deaf  
850-644-2106

Directory Assistance  
850-644-2525

Emergency Information (Weather)  
850-644-4636(info)

Facilities Operations, & Maintenance/  
Service Center, 24 Hour Emergency  
850-644-2424

Financial Aid  
850-644-5871

Foundation  
850-644.6000

Leach Center  
850-644-0548

Library Hours  
850-644-3278

Panama City Campus Info.  
850-644-2090

Parking Services  
850-644-5278

Personnel Services  
850-644-6034

Police Emerg. & Svcs  
911

Public Relations  
850-644-2466

Registration Info.  
850-644-1050

Telecommunications Help  
850-644-4357

Thagard Student Health Center  
850-644-6230

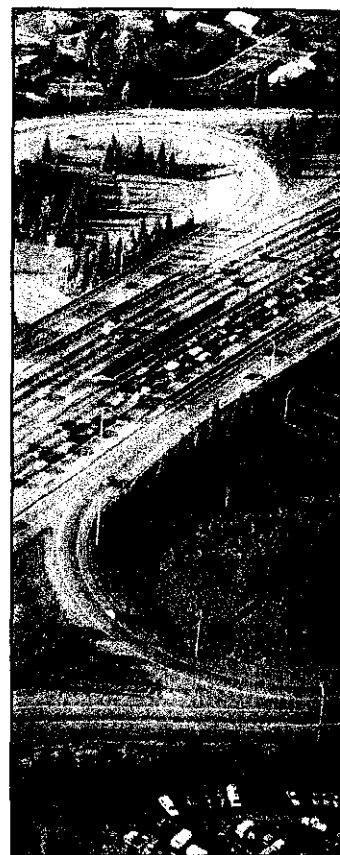
User Services (Computer Help)  
850-644-8502

Visitors Information  
850-644-3246

## UNIVERSITY HOLIDAY SCHEDULE

HOLIDAY SCHEDULE  
Legal Holidays (no classes)

|                             | 2007                         | 2008                |
|-----------------------------|------------------------------|---------------------|
| New Year's Day              | Mon., January 1              | Tues., January 1    |
| Martin Luther King, Jr. Day | Mon., January 15             | Mon., January 21    |
| Memorial Day                | Mon., May 28                 | Mon., May 26        |
| Independence Day            | Wed., July 4                 | Fri., July 4        |
| Labor Day                   | Mon., September 3            | Mon., September 1   |
| Veteran's Day               | Mon., November 12 (Observed) | Fri., November 10   |
| Thanksgiving Day            | Thurs., November 22          | Thurs., November 27 |
| Friday After Thanksgiving   | Fri., November 23            | Fri., November 28   |
| Christmas Day               | Tues., December 25           | Thurs., December 25 |



## Business Building

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AT&T Real Yellow Pages

AT&T Real Yellow Pages



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[WWW.SUPERBOWLXLI.ORG](http://WWW.SUPERBOWLXLI.ORG)

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Includes Residential, Business and Government Listings

Do Not Discard Before October 2007  
No deseche antes de octubre de 2007

VIEW US  
online at  
**YELLOWPAGES.COM™**

## Homestead Edition

Includes customer listings for all local telecommunications companies.  
Incluye listados de clientes de todas las compañías locales de telecomunicaciones.



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# Florida Relay - Telecommunication Services for Deaf, Hard of Hearing and Speech Disabled Individuals

## OPERATOR/DIRECTORY ASSISTANCE

Call **1-800-855-4000**.

(TTY\* only. Nationwide service is provided by Sprint.)

## FLORIDA RELAY CENTER

This service, implemented by the Florida Public Service Commission, allows customers who use specialized telephone equipment to communicate with people who use standard telephones. Special Relay Operators can translate TTY messages into speech for non-TTY users and vice versa 24 hours a day. Translation services for English and ASL-based text, Spanish, and French Creole are also available. There are no restrictions on the number or length of calls placed. No charges apply to local calls. BellSouth and other local telephone companies collect a surcharge per phone line per month from every customer. The collected monies will go into a trust fund to operate the Florida Relay Center.

To make calls through the Florida Relay Center, you can dial **7-1-1** or use the following toll free access numbers.

**1-800-955-8771** (TTY)

**1-877-955-8260** (VCO)

**1-800-955-8770** (Voice)

**1-800-955-1339** (ASCII)

**1-877-955-5334** (STS)

**1-877-955-8773** (Spanish)

**1-877-955-8707** (French Creole - available from 8 a.m. - 2 a.m. daily)

**1-900-230-6868** (900 Services)

For Customer Service (TTY/Voice/ASCII)

**1-800-676-3777** (English)

**1-800-676-4290** (Spanish)

## FLORIDA TELECOMMUNICATIONS RELAY, INC.

Florida Telecommunications Relay, Inc. (FTRI) distribution program provides specialized telecommunications devices, at no charge, to eligible deaf, hard of hearing, deaf and blind and speech-impaired citizens of Florida. FTRI provides hearing/speech volume control telephones, voice carry-over telephones, TTY text telephones, voice/hearing carry-over text telephones, as well as large visual display TTY's. Audible, visual and tactile ring signaling devices and in-line amplifiers are also available through this program. For application or information call: **1-800-222-3448** (Voice) and **1-888-447-5620** (TTY) Monday - Friday 8:30 am - 5:00 pm EST or go to [www.ftri.org](http://www.ftri.org). For printed materials regarding FTRI Equipment and Florida Relay, call **1-866-357-3529**.

## PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long distance calls on pay telephones can pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards can be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services. Local calls through a relay service from a pay telephone are free of charge.

\* Text Telephone

## Need-To-Know Information



### LINK-UP AND LIFELINE

You may be eligible for assistance with your local telephone bill if you currently receive one of the following:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)
- Federal Public Housing Assistance (often called "Section 8")
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program

If you are at or below 135% of the poverty level, but not currently receiving benefits from one of the listed programs, you may be able to qualify by contacting the Office of Public Counsel in Tallahassee on **1-800-540-7039**.

The Link-Up and Lifeline programs offer assistance to qualified residential customers. The purpose is to make telephone service more accessible to those who otherwise might not be able to afford service. Both programs are available for one telephone line per household at your principal place of residence.

- For assistance with non-recurring service charges, Link-Up provides a federal credit of 50%, up to a maximum of \$30.00.
- For assistance with monthly local service charges, Lifeline provides a federal credit of \$10.00 and a BellSouth credit of \$3.50, for a maximum Lifeline credit of \$13.50 per month.
- If you choose long distance blocking service, a deposit will not be required.

Proof of eligibility will be required.

To apply for Lifeline or Link-Up, or for more information, call your residential Service Representative at **1-888-757-6500**. To speak with a Service Representative in Spanish, call **1-888-707-2840**.

### WIRETAPPING

It is unlawful to wiretap or otherwise intercept calls on a telephone line unless a court has approved the wiretap. You may report suspected wiretapping to your local law enforcement agency.

### CALL BEFORE YOU DIG (BURIED CABLE LOCATION SERVICE)

We'll help locate and mark buried utility cable. If you don't call for assistance and you cut the lines, you may be billed for repairs.

**In Florida: 1-800-432-4770**

**In Alabama: 1-800-292-8525**

**In Georgia: 1-800-282-7411**

### NO SALES SOLICITATION CALLS

Florida Statutes provide that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Services. With certain exceptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number.

For information, please contact:

Florida Department of Agriculture and Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Rhodes Building  
Tallahassee, FL 32399-6500  
or call:

**1-800-435-7352**

**1-800-352-9832 (Spanish)**

(Note: There is an initial fee of \$10.00 for the first year of this service and \$5.00 for every year thereafter.)

The law also prohibits sales solicitations generated by illegal automatic dialing equipment, except under certain circumstances.

### NATIONAL DO NOT CALL REGISTRY

Residential telephone customers who want to reduce unsolicited and unwanted telephone solicitation calls can register at the national "Do Not Call" registry which is managed by the Federal Trade Commission. To register your residence or cell telephone number(s), go to **www.donotcall.gov** and submit your numbers online. There is no charge for this service and your telephone number(s) will remain on the register for five years unless you ask to have your telephone number removed. Business numbers may not be included on the list. Telephone solicitors are prohibited from calling your telephone number(s) unless exempted by law, i.e., political organizations, charities, surveyors, or businesses you have done business with in the last year. You may file a complaint or report a violation at the **www.donotcall.gov** Website or by calling **1-888-382-1222** or **1-866-290-4236** (TTY).

## Customer Guides

## SPECIAL NEEDS SERVICE FOR CUSTOMERS WITH DISABILITIES

BellSouth offers products and services for customers with visual, hearing, speech or physical disabilities. Customers with a disability that prevents the use of a directory can apply for exemption from local Directory Assistance charges. Customers with speech or hearing disabilities may be eligible for a reduction in BellSouth long distance charges. For questions about service, equipment, billing or repair, call one of the following help-line numbers or visit our Website at [www.bellsouth.com/specialneeds](http://www.bellsouth.com/specialneeds).



Customers who are deaf or who have speech disabilities  
TTY/VCO/HCO: 1-888-341-2355

Customers who are able to speak  
Voice only: 1-888-390-7770

\*Used with permission of the National Association of the Deaf.

## SPECIAL CALLING FEATURES

The following table provides the usage codes for BellSouth's most popular calling services, which are available in most areas for a nominal charge. For more information, go to [www.bellsouth.com/instructions](http://www.bellsouth.com/instructions). Callers from outside the local calling area incur long distance charges when Call Forwarding services are activated. Call Return, Repeat Dialing and Three-way Calling are available by subscription with unlimited use for a flat monthly rate, or per use for a nominal per-use fee. To block access to these per-use features from your phone at no charge, call your BellSouth Service Center at 1-888-757-6500.

| Service                      | Usage Code(s)                | Description  |
|------------------------------|------------------------------|--|
| Anonymous Call Rejection     | On: *77<br>Off: *87          | Works with Caller ID to prevent calls from callers who block delivery of their name, number or both.                           |
| Call Block                   | On: *60                      | Blocks delivery of calls from up to six numbers. Dial *60 and follow voice prompts to use service.                             |
| Call Forwarding              | On: 72#<br>Off: 73#          | Allows you to forward your calls to any other number. (After pressing 72#, dial your "forward-to" number.)                     |
| Call Hold                    | "Click it"<br>Then press *52 | Places a call on hold. To return to your call, hang up. Answer the phone when it rings.  |
| Call Return                  | *69                          | Determines the last number that called you and dials the number when you press 1.  |
| Southern Bell® Call Selector | On: *61                      | Gives up to six numbers a distinctive ring so you recognize "special calls." Dial *61 and follow voice prompts to use service. |
| Call Tracing                 | *57                          | Traces the number of the call you received last.   |
| Call Waiting                 | "Click it"                   | Places your existing call on hold and answers a waiting call.  |
| Cancel Call Waiting          | *70                          | Turns off Call Waiting for the duration of a call.   |
| Per-Call Blocking            | *67                          | Blocks delivery of your number to the phone number you are calling.  |
| Preferred Call Forwarding    | On: *63                      | Allows you to forward your most important calls to another number. Dial *63 and follow voice prompts to use service.           |
| Repeat Dialing               | *66                          | Automatically redials a busy number for up to 30 minutes.  |
| Speed Calling 8              | 74#                          | Allows you to establish a list of 8 frequently called numbers that may be dialed with one digit (2-9).                         |
| Speed Calling 30             | 75#                          | Allows you to establish a list of 30 frequently called numbers that may be dialed with two digits (20-49).                     |
| Voice Mail Access            | *98                          | Provides quick dialing access to your voice mail from your phone.  |
| Three-way Calling            | "Click it"                   | Allows you to set up a three-way conversation that includes your phone and two other numbers.                                  |
| Privacy Director® service    | 1-888-575-6677               | Call to turn the service on and off.   |

## SERVICE INTERACTIONS

**Anonymous Call Rejection:** If you have Anonymous Call Rejection service and the service is activated, anonymous calls from a number that is on your Call Selector or Preferred Call Forwarding lists are completed or forwarded.

**Call Block, Call Selector and Preferred Call Forwarding:**

- If a number is on your Call Block, Preferred Call Forwarding and Call Selector lists, Call Block takes precedence. Calls from that number are blocked.
- Unknown callers and out-of-area calls cannot be placed on your lists.

**Call Return:** If the last incoming call was marked private, Call Return cannot be used.

**Call Selector:** Call Selector works with Call Waiting. You can distinguish between the two by the number of the tones you receive (one with Call Waiting, two with Call Selector).

**Call Waiting:**

- In some areas, if you hang up while someone is on hold, your phone rings. Answer to continue the call.
- You cannot turn off Call Waiting if you are on one call with another call waiting.
- Call Waiting does not work if you are on a three-way call.

**Preferred Call Forwarding:**

- If one of your preferred numbers is also on your Call Block list, turn off Call Block before using Preferred Call Forwarding.
- You cannot use regular Call Forwarding and Preferred Call Forwarding at the same time.

**Repeat Dialing:**

- You can continue to make and receive calls after dialing \*66. Repeat Dialing will continue to dial the busy number.



A FairPoint Communications Company

## Telephone Directory 2006

### Area codes 850 & 229

With listings for and  
distribution to:

- > Alligator Point
- > Altha
- > Apalachicola
- > Blountstown
- > Bristol
- > Carrabelle
- > Chattahoochee
- > Eastpoint
- > Hosford
- > Mexico Beach
- > St. Joe Beach
- > Port St. Joe
- > St. George Island
- > Tyndall Air Force Base
- > Wewahitchka

Also including listings for  
Crawfordville, Greensboro,  
Gretna, Havana, Marianna, Panama,  
Panama City, Bay County, Quincy,  
St. Marks, Sneads, Spalding,  
Tallahassee

[www.gtcom.net](http://www.gtcom.net)



Panama City 850-265-2970  
 Mexico Beach 850-492-3224  
 Tallahassee 850-219-1446  
 St. Joe Beach 800-411-3717  
 Carrabelle 800-613-9962  
 Sheepshead Bay 877-929-8001  
 Greenway Plantation 800-409-3204  
 Cape San Blas 850-454-0999  
 Apalachicola 850-424-3964  
 St. George Island 800-525-4793

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RENTALS  
(850) 648-5449

**Century 21**  
Gulf Coast Realty

NEW PROPERTIES [www.c21gulfcoastrealty.com](http://www.c21gulfcoastrealty.com)

\*MLS Gulf Co. Volume Leader 2002, 2003, 2004

**THE PORT SHOPPING CENTER**

**BLUEWATER REALTY**  
OF GULF COUNTY, LLC

**HWY 98 MEXICO BEACH**

Call for details

# Doing Business With Us

## FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES

Customers of utilities and companies regulated by the commission who have first contacted such a firm concerning a problem and are not satisfied by the corrective action taken may contact:

Comision de Servicio Público del estado de la Florida: todos los cliente de utilidades y empresas reguladas en la Florida que hayan iniciado contacto con dicha entidad y no estén satisfechos con la resolucio de su queja y/o investigacion pueden dirigirse A:

### THE FLORIDA PUBLIC SERVICE COMMISSION

Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-8153

Phone Toll Free (TDD & Voice) ..... 1-800-342-3552  
Facsimile Toll Free ..... 1-800-511-0809  
Internet E-mail address for filing complaints:  
..... CONTACT@PSC.STATE.FL.US  
Internet Address for retrieving information:  
..... <http://www.psc.state.fl.us>

## TELEPHONE COMPANY BUSINESS OFFICES

How To Call Us ..... Dial 1811  
Customers outside our serving area  
..... 1-850-229-7231 or 1-800-772-7288

Web Site Address ..... <http://www.gtcom.net>

Telephone Repair ..... 1611 or 850-229-7340  
If the telephone company makes a repair visit to your premises and finds the problem is not in telephone company facilities, the company cannot correct the problem and you will be charged a service charge of \$20.00, unless you have purchased Wireguard.

Local Directory Assistance ..... 411  
Chattahoochee customers needing Directory Assistance Information for Tallahassee ..... 1 + 411



\* The following numbers are for TDD users only:  
(Hearing and Speech impaired)  
Business Office and Repair Service .....850-227-7317  
(Call will be credited)  
After Hours ..... 1-800-347-0107  
Directory Assistance ..... 1-800-347-0107  
Operator Assistance (handled by AT&T) ..... 1-800-855-1155

\*Used with permission of the National Association of the Deaf.  
Telephone bills are mailed on the last work day of each month and

## BILLING AND PAYMENTS

| Charge            | When Applied   |
|-------------------|--|
| Monthly Service   | One month in advance<br>(except Tyndall AFB)         |
| Installation      | In advance   |
| Change in service | In advance or first month<br>After work is completed |
| Long Distance     | Actual use up to date bill is<br>prepared            |

are due upon receipt. If not paid before the close of the work day on the 15th of the month, the account will be considered late. If payment is not received in our office by the 20th of the month, service is subject to be interrupted. A \$12.25 service charge will be required for restoring of service. If an order to completely remove service is completed we will reestablish service only if the customer submits:

1. Payment of all past due charges
2. A new service application
3. Appropriate installation charges, and
4. A deposit if necessary.

If you have not received your bill within the first few days of the month, or if you have questions concerning your bill, please call our Customer Service Department at:

Within our serving area ..... 1811  
From outside our serving area ..... 1-850-229-7231  
Or ..... 1-800-772-7288

## PAY BY MAIL:

- A return envelope is included with each monthly bill.
- Please enclose the payment section of your bill with your payment.
- Include the telephone number on your check or money order.
- If the return envelope is not available, mail payment to:

GT Com  
Caller Box 9001  
Port St. Joe, FL 32457

## Payment Office

Port St. Joe Office  
502 Cecil G. Costin, Sr. Blvd.  
Port St. Joe, Florida

*When making payment in person, please bring your bill.*

# *Helpful DDD Hints*

---

- Our Florida Home Area Code Number is "850". Our Georgia Home Area Code is "229".
- If a number is busy or doesn't answer, please hang up and try again later. There is no charge for an incomplete call.
- If you don't know the number, dial "1", the area code you are calling, then 555-1212. This will connect you with Directory Assistance in the area you are calling. **You will be charged for calling Directory Assistance.**
- If you dial a number that has been changed or disconnected, the call is intercepted. If, however, the number has been reassigned to another person who receives the call by mistake, hang up and then dial the operator. Inform the operator of your problem and ask to have the call adjusted.
- Remember there is no charge when:
  1. The number you are calling is busy.
  2. No one answers the number you are calling.
- If you cannot find the area code for the place you are calling, dial directory assistance.
- If at any time when placing a DDD call you encounter a "flashing tone", you have a "busy signal." The path could be busy anywhere in the progress of your call.
- If you encounter a busy condition, hang up and try your call again later. Repeat if necessary. No charge is made when the called line is busy or does not answer, or when you reach a telephone operator who gives you information.
- If you reach a wrong number, hang up, dial the operator, and ask for a credit.



# Services For The Disabled

## Services For TDD Customers Only

### What Is TDD Service?

TDDs (Telecommunications Devices for the Deaf) are typewriter-like devices that permit hearing-or speech-impaired persons to communicate via the telephone with other TDD-users. The phone receiver fits into an acoustic coupler on the typewriter-like devices and permits the users to type messages back and forth.

TDD Units are provided by our Business Office. Call for more information and prices.

### Changes Or Questions About TDD Service

Contact the Business office to establish or change your TDD service. For billing, repair service, and other questions about your TDD account during regular business hours, dial 850-227-7317.

After Hours dial 1-800-855-1155.

### Operator Assistance For TDD-Users

If you use TDD and need help placing local, long distance, collect, Calling Card, third number or other operator-assisted calls, or if you get cut off on a call, you can reach TDD/TTY Operator Services any time by dialing the toll-free number. Although there is no charge for calling the 800 number, the applicable operator service charges and long distance charges apply.

TDD only.....1+800+855-1155



\* Used with permission of the  
National Association of the Deaf

## Directory Listings For TDD-Users

A TDD-user can have a listing in the phone book to indicate a TDD and can have the phone number appear with or without a street address:

### Examples:

Smith, A.B. .... TDD Only-555-5555

Smith, A.B. .... TDD & Voice-555-5555

Or

Smith, A.B.  
123 Allen Rd.

..... TDD Only-555-5555

Smith, A.B.  
123 Allen Rd.

..... TDD & Voice-555-5555

The phrase "TDD Only" preceding a telephone listing indicates the telephone is answered using a Telecommunications Device for the Deaf, and communication can take place over the line only via another TDD. If a listing includes "TDD & Voice," both TDD-users and speaking/hearing people can communicate over the line.

### Special Rates For Long Distance Calls

If you or someone in your household is hearing or speech impaired and uses a TDD, your home phone service may be eligible for special rates on long distance calls that you dial yourself.

Contact your primary long distance carrier for information on the availability of special rates.

To qualify for these rates, a physician, audiologist, speech pathologist, or a representative of an appropriate state agency must sign a form that you need the TDD to communicate over the phone line. Forms are available from the business office. Call 850-227-7317.



A FairPoint Communications Company

## Services For All Disabled Customers

### Exemptions from Directory Assistance Charges

Also, if an impairment makes it impossible for you to look up numbers in the phone book, call us to see if you qualify for exemption from charges for calls to the local Directory Assistance Operator. This exemption applies only to your home phone service.

### Exemptions From Operator Services Charges

If a physical impairment prevents you from placing phone calls for yourself, we don't want you to pay the added cost of having the operator place calls for you. Advise the operator as to the reason why you qualify for exemption from the usual charges for operator-assisted calls. This exemption applies only to your home phone service.

# ***Services For The Disabled (Cont'd)***

## **Florida Telecommunications Relay, Inc.**

Florida Telecommunications Relay, Inc. (FTRI) distributes specialized telecommunications devices, FREE-OF-CHARGE, to eligible deaf, hard of hearing, deaf and blind and speech-impaired citizens of Florida. FTRI provides Volume Control Telephones for the hearing or speech impaired, and TDDs, Large Visual Display TTYs, and Braille TTYs to deaf and blind citizens. Audible, Visual and Tactile Ring Signaling Devices are also available through this program.

For Application or Information call:

1-800-222-3448 (Voice)  
1-888-447-5620 (TTY)  
Mon. - Fri 8:30 a.m. - 5 p.m.

### **The Florida Relay Service**

The Florida Relay Service (FRS) provides a communication link between people who use standard telephone equipment and those individuals who use a Telecommunications Device for the Deaf (TDD). FRS provides telephone access 24 hours a day, 365 days a year. To use FRS, call:

7-1-1 or  
1-800-955-1339 - (TTY ASCII Callers)  
1-800-955-8771 - (TTY Baudot Callers)  
1-800-955-8770 - (VOICE Callers)

The Telecommunications Access Act of 1991 (TASA) mandates that the FTRI Equipment Distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all phone customers in Florida.

### **Georgia Relay Service**

The Georgia Relay Service can be reached 24 hours a day, seven days a week by dialing 7-1-1. Additional numbers: (1) 1-800-255-0135, for hearing persons and (2) 1-800-255-0056, for text telephone users are operational as well. There is no charge for dialing 7-1-1, and all options available to Georgia TRS users through the existing 800 numbers are available for 7-1-1 users.

The Georgia Relay Service relays messages for persons who are deaf, hard of hearing or have a speech disability. Each call is handled in strict confidence. Local calls are relayed free of charge, and long distance calls are billed at a 25% discount. This service enables callers to place relay calls between Georgia and other locations in the United States and internationally to English-speaking persons.

Also, persons with a speech disability can utilize the Speech to Speech (STS) relay through the Georgia Relay Service. Speech to Speech enables a speech disabled person to use the Georgia Relay Service with his/her synthesizer, rather than using a TDD/TTY. To access Speech to Speech services, call 1-800-229-5746.

Please note that 7-1-1 is only to be used to reach the Georgia TRS. For emergency calls, continue to dial 9-1-1.

# General Information

## You and Your Telephone

### CUSTOMER PROVIDED EQUIPMENT

Customer provided equipment may be connected to telephone company facilities if it complies with the FCC's rules and meets the conditions set forth in the Company's tariffs. These FCC rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and Company employees.

A service charge will be incurred if the telephone company visits the premises of the customer and the service difficulty or trouble is found to have been caused by the customer's equipment or facilities.

If you have any questions concerning the use of customer provided equipment, please contact our Business Office.

### TELEPHONE DIRECTORIES

Every effort is made to make the directory as accurate as possible. **The Telephone Company and the publishers of this directory assume no liability for damages arising from errors or omissions in making up or printing of this directory.** Please report any incorrect listings by calling our Business Office promptly.

Loss of time and inconvenience by calling wrong numbers can be avoided if you consult the current directory before placing a call and avoid the use of obsolete directories.

Between directory issues certain numbers do not appear in the current directory due to changes and new installations. These numbers may be secured by calling "Directory Assistance."

Telephone directories of other cities in this and certain foreign countries can be obtained by dialing 1-800-682-4000.

### BLOCKING CALLS TO 900 NUMBERS

There is usually a charge for calls to 900 numbers. In areas where available, GT Com offers an option for free blocking of calls made to 900 numbers from your telephone. For more information or to sign up for this service call your service representative.

### LIFELINE ASSISTANCE PLAN

You may be eligible for the Lifeline Assistance Plan if you currently receive one of the following:

- Food Stamps
- Medicaid
- Supplement Security Income (SSI)
- Federal Public Housing Assistance
- Low Income Home Energy Assistance
- Temporary Assistance to Needy Families

Lifeline is available for one telephone line per household at the principal place of residence.

Lifeline is a program that offers assistance to qualified residential telephone subscribers. The purpose is to make telephone service more accessible to customers who otherwise might not be able to afford service.

Qualified residential subscribers will receive a federal credit in the amount of \$10.00 and a GT Com matching credit in the amount of \$3.50 for a maxi-

mum Lifeline credit of \$13.50 on their monthly telephone bill. Contact your Business Office for more details.

### ADVERTISING TELEPHONE NUMBERS

The advantages of showing telephone numbers on stationery, signs, cards, etc., are recognized, though the growth and changes in the city and the corresponding growth and arrangement of telephone facilities may require the changing of telephone numbers. **For this reason, stationery, signs, cards, etc., showing telephone numbers should not be printed in large quantities.**

### INTERRUPTION OF SERVICE

In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause, the subscriber assumes all risks connected with the service. No liability shall in any case be attached to the Company.

### EMPLOYEE IDENTIFICATION CARDS

For your protection, every employee carries an official identification card showing his or her name and photograph. If you have the slightest doubt about anyone who says he or she is from the telephone company, please ask to see his or her card.

### TRANSMITTING MESSAGES

Employees of the Telephone Company are forbidden to accept oral or written messages to be transmitted by an employee over the lines of the Telephone Company.

### TELEPHONE TIPS TO SAVE YOU MONEY, TIME AND WORRY

#### Dial it yourself

You can save money by dialing all your calls direct without involving an operator.

#### Call station-to-station

Whenever you are reasonably sure the person you want to reach will be there, or if you'll talk with anyone who answers, call station-to-station. Calling person-to-person can cost more than twice as much as a station-to-station call.

#### Emergency numbers

911 emergency service is available in all areas.

#### Other information

Take time and look through the front pages of this directory. You will find other helpful information. If you have any other questions, just call our Customer Service Department. We're there to help.

### WARNING

It shall be unlawful for any person to use any words or language of a lewd, lascivious or indecent character, nature or connotation over any telephone. Any person violating these provisions shall be fined not more than five hundred dollars or imprisoned in the county jail for a period not exceeding six months, or both.

**Business Office: 1811**

**Directory Assistance: 411**

**Repair: 1611 or 1 + 850 + 229-7340**

**To Locate Buried Cable:**

**(FL) 1 + 800 + 432-4770**

**(GA) 1 + 800 + 282-7411**

# Northeast Florida

JUNE 2007  
directory

## Telephone Company

NEE  
COM  
COMPANY



Area Code 904 Serving Areas: Macclenny • Margaretta • Baxter •  
Sanderson • Glen St. Mary • Taylor

Area Code 904 Extended Local Calling Areas: Baldwin • Jacksonville • Maxville

Area Code 386 Extended Calling Service Area: Lake City • Olustee

Cover Story Page 2

# EMERGENCY NUMBERS


**Fire**

**Sheriff  
Police  
Highway Patrol**

**Ambulance**
**...DIAL**

# 911

**FOR EMERGENCY HELP**

After dialing 911, stay on the line and follow instructions. If you cannot stay on the line, give the 911 Operator the name, telephone number, street address, and any special directions to where help is needed.


**Emergency Calls For  
Users of Text Telephone (TTYs)**
**DIAL 911**

If you do not have a voice announcer, tap the space bar to identify yourself as a TTY caller.

## OTHER IMPORTANT NUMBERS


**FLORIDA  
POISON  
INFORMATION  
CENTER/  
JACKSONVILLE**
**Toll-Free 1-800-222-1222**
**ALCOHOL AND DRUG TREATMENT REFERRALS**
**Toll-Free** ..... 1-800-662-4357

**BAKER COUNTY SHERIFF'S OFFICE** ..... 259-2231

**ED FRASER MEMORIAL HOSPITAL** ..... 259-3151

**EMERGENCY OPERATIONS CENTER (EMERGENCY PREPAREDNESS)** ..... 259-6111

**FAMILY HEALTH LINE**

Counseling, information and referral for issues related to pregnancy, infants, children, family planning in addition to breast and cervical cancer screening.

**Toll-Free** ..... 1-800-451-2229

**FEDERAL BUREAU OF INVESTIGATION - Jacksonville** ..... 721-1211

**FLORIDA ABUSE HOT LINE - REPORTING OF ABUSE, NEGLECT, & EXPLOITATION OF CHILDREN, ADULT, OR ELDERLY**
**Toll-Free** ..... 1-800-962-2873

**TTY - Toll-Free** ..... 1-800-453-5145

**FLORIDA AIDS/HIV HOT LINE - Toll-Free** ..... 1-800-352-2437

**FLORIDA DEPARTMENT OF FINANCIAL SERVICES**
**Consumer Helpline**
**Toll-Free** ..... 1-800-342-2762

**Storm Line - Toll-Free** ..... 1-800-227-8676

**FLORIDA DEPARTMENT OF LAW ENFORCEMENT - Jacksonville** ..... 360-7100

**FLORIDA DOMESTIC VIOLENCE HOT LINE**
**Toll-Free** ..... 1-800-500-1119

**TTY - Toll-Free** ..... 1-800-621-4202

**FLORIDA FISH & WILDLIFE CONSERVATION COMMISSION**
**North Central Region - Lake City** ..... 1-386-758-0525

**Wildlife Alert For Reporting Violations/Emergencies**
**Toll-Free** ..... 1-888-404-3922

**FLORIDA HIGHWAY PATROL - Jacksonville**
**Administrative/Records** ..... 695-4115

**Emergencies** ..... 301-3700

(Call Collect Only to Report DUI &amp; Accidents)

**FLORIDA RELAY SERVICE**

The Florida Relay Service allows telephone communication between people who use Text Telephones (TTYs) and people who use standard telephones. The Relay Service can be accessed 24 hours a day:

**FLORIDA RELAY SERVICE (Cont'd.)**
**Customer Service - Toll-Free** ..... 1-800-676-3777

**Spanish (Español) - Toll-Free** ..... 1-800-676-4290

**Voice Callers - Toll-Free** ..... 711

**Or** ..... 1-800-955-8770

**TTY Callers - Toll-Free** ..... 711

**Or** ..... 1-800-955-8771

**ASCII (Computer) Callers - Toll-Free** ..... 711

**Or** ..... 1-800-955-1339

**Speech-to-Speech (For Speech-Disabled People)**
**Toll-Free** ..... 1-877-955-5334

**Spanish (Español) Callers - Toll-Free** ..... 1-877-955-8773

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**

The Florida Telecommunications Relay, Inc. (FTRI), distributes specialized telecommunications devices, free-of-charge, to the deaf, hard-of-hearing, speech- and dual-sensory-impaired residents of Florida. For application or information call Monday - Friday, 8:30 A.M. - 5:00 P.M.

**Voice Callers - Toll-Free** ..... 1-800-222-3448

**TTY Callers - Toll-Free** ..... 1-888-447-5620

**FOREST FIRES & BURNING AUTHORIZATIONS - Lake City** ..... 1-386-758-5700

**INTERNAL REVENUE SERVICE**
**Federal Tax Forms Only - Toll-Free** ..... 1-800-829-3876

**Federal Tax Information - Toll-Free** ..... 1-800-829-1040

**Tele-Tax Recorded Tax Information - Toll-Free** ..... 1-800-829-4477

**MISSING CHILDREN INFORMATION CLEARINGHOUSE**
**Toll-Free** ..... 1-888-356-4774

**NORTHEAST FLORIDA STATE HOSPITAL** ..... 259-6211

**PARENT HELPLINE**

24-Hour Helpline to help parents and caregivers with parenting issues to ensure the safety and well-being of Florida's families and children.

**Toll-Free** ..... 1-800-FLA-LOVE

**SCHOOL SAFETY HOT LINE - BE BRAVE - Toll-Free** ..... 1-877-723-2728

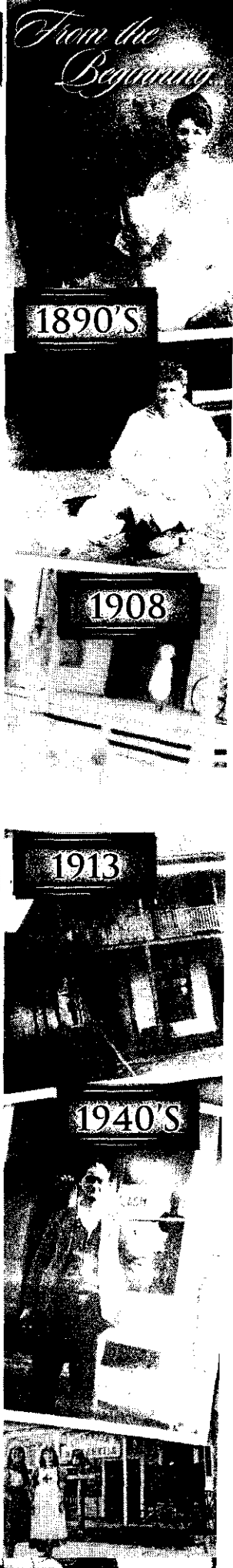
**SUICIDE PREVENTION HOT LINE**
**Toll-Free** ..... 1-800-784-2433

## CALLING NUMBER DELIVERY BLOCKING-PER CALL

Calling Number Delivery Blocking-Per Call prevents your telephone number from being delivered to the party you are calling when you PRESS \*67 (1167 for rotary or dial pulse telephones) before you dial the telephone number.

For additional information about this feature, see Advanced Calling Services in the Optional Services section of these Information Pages.

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## Complaint Resolution

**NORTHEAST FLORIDA TELEPHONE QUALITY CONTROL**

The primary goal of Northeast Florida Telephone Company is to provide quality service to its customers. Northeast is committed to treating you with courtesy and concern. You may reach a Service representative at 259-2261.

If you have a problem that is not corrected to your satisfaction after you contact your Service representative, ask to speak with that representative's Supervisor or Manager.

**FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES**

CUSTOMERS OF UTILITIES AND COMPANIES  
 REGULATED BY THE COMMISSION WHO HAVE  
 FIRST CONTACTED SUCH A FIRM CONCERNING A  
 PROBLEM, AND ARE NOT SATISFIED BY THE  
 CORRECTIVE ACTION TAKEN, MAY CONTACT:

COMISION DE SERVICIO PÚBLICO DEL ESTADO  
 DE LA FLORIDA: TODOS LOS CLIENTES DE UTILI-  
 DADES Y EMPRESAS REGULADAS EN LA  
 FLORIDA QUE HAYAN INICIADO CONTACTO CON  
 TAL CUAL ENTIDAD Y NO ESTÉN SATISFECHOS CON  
 LA RESOLUCIÓN DE SU QUEJA Y/O  
 INVESTIGACIÓN PUEDEN DIRIGIRSE A:

THE FLORIDA PUBLIC SERVICE COMMISSION  
 Division of Consumer Affairs  
 2540 Shumard Oak Boulevard  
 Tallahassee, Florida 32399-0850

Phone Toll-Free (TTY & Voice) 1-800-342-3552  
 Facsimile Toll-Free 1-800-511-0809  
 Internet E-mail address for filing complaints:  
**CONTACT@PSC.STATE.FL.US**  
 Internet Address for retrieving information:  
<http://www.psc.state.fl.us/>

*From the Beginning...*

## Telephone Company Business Numbers

### BUSINESS OFFICE ..... 259-2261

130 North Fourth Street  
P.O. Box 485  
Macclenny, Florida 32063-0485

**TO PLACE AN ORDER OR INQUIRE ABOUT YOUR BILL**  
Call Monday through Friday – 8 A.M. to 5 P.M.

### COMMENT LINE ..... 259-TELL (8355)

If you have a comment, question, or suggestion about any of our services, call our 24-hour Comment Line.

### BURIED CABLE LOCATION SERVICE FOR FLORIDA ..... 811

Call 48 hours before you dig – it's the right thing to do!

### REPAIR SERVICE ..... 611

(See testing procedures on page 8.)

**Monday through Friday – 8 A.M. to 5 P.M.**

**Evenings, Weekends and Holidays** – Call 611 and leave your name, telephone number, location address, and a brief trouble description. (A service technician will retrieve your message between 8 A.M. and 5 P.M. on Saturdays. Other messages will be retrieved on the next working day.)

**For Emergencies Only** after office hours – Call 611 and then call one of the telephone numbers from recorded instructions.

**Note 1: Northeast customers calling from outside local area Monday through Friday, call toll-free 1-800-838-5695 between 8 A.M. and 5 P.M. If your local telephone service is provided by an Alternative Local Service Provider, see page 11.**



### BUSINESS OFFICE AND REPAIR SERVICE FOR TTY USERS

Persons with hearing or speech impairments who use Text Telephones (TTYs) ..... 259-4999



## Directory Cover Story

### THE FRANKLIN MERCANTILE

Folks from far and wide have long shared a fascination for the curious historic building known as the Franklin Mercantile, located on the corner of County Road 125 and Franklin Street, at the railroad crossing in Glen St. Mary. The big double doors and the sweeping balcony seem to bid one to come in for a peek at the past. The building has stood for decades like a proud old soldier overlooking the quaint town, witnessing all the changes from the Victorian era through modern times. This circa 1897 landmark served as a gathering place for almost 50 years where locals came to pick up their mail and necessary provisions, while travelers from far away walked over from the train depot just across the tracks to enjoy a soda water and some lively conversation. Jesse Earl and Sally Franklin, the postmaster/merchant and his wife who owned and operated the Franklin Store, were known and loved by all in the thriving young community called Glen St. Mary. When the Franklins retired and then passed away a few years later, the old Franklin Store remained vacant for the better part of 30 years, while time seemed to stand still as that proud old soldier awaited its fate.

The ravages of neglect and the elements had almost taken their toll on the structure when Tomlinson sisters Tonda Griffis and Cathy Mendolera saw its potential and began a labor of love, purchasing it from the Franklin family and eventually restoring it to its former beauty. In September 1993 the doors opened once again, to the delight of the old timers who come to reminisce, as well as the young who come to explore. Now housing an amazing array of antiques, collectibles and home decor, the Franklin Mercantile continues to be a gathering place. The Christmas season is especially festive at the shop, when original, hand-painted ornaments are offered and personalized while customers shop. Currently owned and operated by Sam and Cathy Mendolera, the historic Franklin Mercantile is open Fridays and Saturdays 10 A.M. to 5 P.M., closed during summer months. For more information call (904) 259-6040.



Cover Design and Photography by Brad Weeks  
PhotoFinish. Additional Photographs provided by  
Cathy Mendolera.

# Application For Telephone Services

## APPLICATION FOR TELEPHONE SERVICE

A customer of Northeast Florida Telephone Company is required to complete an application for telephone service. This application form is available at our Business Office any workday, Monday through Friday, from 8 A.M. to 5 P.M. If you prefer, you may call 259-2261, and one of our Service Representatives will be able to answer any questions by telephone and to mail or fax the application form to you.

The application must be signed by the applicant or his duly authorized agent, or an authorized agent of a business/corporation to whom service is to be billed.

A service connection charge is due and payable at the time of application for service. Residential customers are permitted to pay this charge in equal monthly installments over a period of up to 36 free billing months. A minimal monthly service fee will be billed for each month the service connection charge is billed. Link-Up connection assistance may be available to eligible customers for installation of service.

If service is subsequently removed for nonpayment, the application for telephone service (contract) will be considered to have been terminated. Reinstallation of service may be made only after application for new telephone service and payment of outstanding indebtedness.

A Lifeline customer's request for reconnection of basic local service will not be denied for outstanding charges related to toll or ancillary services.

## LINK-UP AND LIFELINE PROGRAMS

Customers may be eligible for assistance with your local telephone bill if you currently receive one of the following:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program (NSLP) — Free Lunch Program

Link-Up and Lifeline programs offer assistance to qualified residential customers. The purpose is to make telephone service more accessible to those who otherwise might not be able to afford service. Both programs are available for one telephone line per household at your principal place of residence.

- The Link-Up Program provides a federal credit of 50%, up to a maximum of \$30.00, for connection of service.
- The Lifeline Program provides a federal credit of \$10.00 and a Northeast Florida Telephone Company credit of \$3.50, for a maximum Lifeline credit of \$13.50 per month, for recurring charges for the individual access line and the FCC Subscriber Line Charge.
- Customized code restrictions are available at no charge to the customer. If you choose long distance blocking service, a deposit will not be required.

Proof of eligibility will be required on a periodic basis. A Transitional Lifeline Assistance Program is provided to continue the availability of telecommunications services to customers who cease to be qualified for the Lifeline Program. The Transitional Lifeline Assistance Program provides for a 30% reduction of

the individual access line for a period of one year after the date that the customer ceases to be qualified for the Lifeline Program.

A Link-Up and Lifeline certification form may be mailed or faxed. The form is available online at <http://www.psc.state.fl.us/utilities/telecomm/lifeline/index.aspx>.

For additional information, call one of our Service Representatives at 259-2261.



## WIRING AND EQUIPMENT OPTIONS

The Telephone Company provides and maintains service up to your demarcation point, which is the point of physical interconnection (connecting block, terminal strip, jack, protector, or telephone network interface device) between the telephone network and your premises wiring. Inside wiring includes all wire or cable located on your side of the demarcation point.

Customer premises equipment and inside wiring may be provided by either of the following options:

1. Customers may provide their own telephone equipment and inside wiring installation and maintenance, or
2. They may have a contractor or supplier provide the telephone equipment and inside wiring installation and maintenance.

Service vendors that may provide customer premises equipment and install inside wiring include building contractors, electrical contractors, and telecommunications equipment suppliers. Various types of vendors that may sell customer premises equipment and inside wiring include electronic stores, hardware stores, and department stores.

## CHANGING EXISTING TELEPHONE EQUIPMENT

When you make any changes or additions to your home, move into a new mobile home, etc., you should call the Telephone Company when equipment such as the protector box needs to be moved, connected or disconnected at the outside—or inside—of your home, etc. This will enable the Telephone Company to ensure that all equipment is connected properly.

## TELEPHONE DIRECTORIES

Each customer will be furnished one local directory for each access line at no charge. Subject to availability, additional directories may be picked up by the customer at our Business Office located at 130 North Fourth Street, Macclenny, Florida.

## VACATION RATE SERVICE

(TEMPORARY SUSPENSION OF SERVICE)

This special rate is available to Northeast Florida Telephone Company customers who are leaving their local residences for extended periods of time. Vacation Rate Service allows the customer to keep the present telephone number and directory listing, while being billed at a reduced monthly rate.

Vacation Rate Service is available to residential and business customers for a minimum of two months and a maximum of eight months in one calendar year. There will be a reconnection charge when regular service is resumed.

Note: Vacation Rate Service is not applicable to lines with Lifeline assistance.

1981

1993

1997

2007

DPE

*From the Beginning...*

1890'S

1908

1913

1940'S

## Rates For Basic Telephone Service And Optional Services

| BASIC AND OPTIONAL SERVICES   | RESIDENTIAL'<br>MONTHLY RATES PER LINE                      | BUSINESS'<br>MONTHLY RATES PER LINE                                |
|---|---|--|
| <b>Individual Touch-Calling Access Line</b>   | \$9.00 <sup>2</sup>   | \$24.40  |
| <b>FCC Subscriber Line Charge</b><br>The FCC Assesses this charge for the permanent connection of your home or office to the toll network through our local Switching Office.   | \$6.50 <sup>2</sup>   | \$6.50 - One Line<br>9.20 - Two or More Lines<br>(Per-Line Charge) |
| <b>Telecommunications Access System Act Surcharge</b><br>Northeast and other local telephone companies collect this surcharge on each phone line to operate the Florida Relay Service, as required by the Florida Public Service Commission. This service allows telephone communication between people who use Text Telephones (TTYs) and people who use standard telephones.  | \$ .15  | \$ .15   |
| <b>Federal Universal Service Charge</b><br>Northeast collects this charge to support the provision of telecommunications services to schools, libraries, rural healthcare providers, low-income customers, as well as customers living in rural, insular, and high-cost areas.  | An Amount Equal to 11.7% of Your Interstate Service Charges | An Amount Equal to 11.7% of Your Interstate Service Charges        |
| <b>Baker County Emergency 911 Surcharge</b>   | \$.50   | \$.50  |
| <b>Additional Listing</b><br>For family members or other people who share one telephone number and need separate listings in telephone directory.   | \$1.25<br>(Per Additional Listing)                          | \$1.25<br>(Per Additional Listing)                                 |
| <b>NonPublished Number</b><br>Telephone number is not listed in directory and is not available through Directory Assistance under any circumstances.  | \$1.95 <sup>3</sup>   | \$1.95 <sup>3</sup>  |
| <b>NonListed Number</b><br>Telephone number is not listed in directory, but is available through Directory Assistance.  | \$1.25 <sup>3</sup>   | \$1.25 <sup>3</sup>  |
| <b>Billed Number Screening</b><br>No Third Number Billing<br>No Collect Billing<br>No Collect or Third Number Billing   | \$1.00<br>1.00<br>1.25                                      | \$1.00<br>1.00<br>1.25   |
| <b>900 Service Blocking</b>   | No Charge   | No Charge  |
| <b>Customized Code Restrictions</b><br>Restricts outgoing Long Distance calling, for customers who want more control over their monthly bills. The Personal Identification Number (PIN) service allows an override of this restriction on a per-call basis. Restriction of Extended Local Calling is optional for the Basic service but is not available with the PIN service. Contact your Service Representative for details.<br>Basic<br>With Personal Identification Number (PIN) | \$3.00 <sup>2</sup><br>4.00 <sup>2</sup>                    | \$4.50<br>5.00   |

Note 1: The rates shown are those in effect with publication of this directory and are exclusive of applicable taxes and nonrecurring connection charges.

Note 2: Low-income individuals eligible for Lifeline telephone assistance may receive a total credit of \$13.50 for the Individual Access Line FCC Subscriber Line Charge (the Transitional Lifeline Assistance Program provides for a 30% credit of the Individual Access Line), for the Federal Universal Service and for Customized Code Restrictions may also be waived.

Note 3: Exceptions may apply for customers with more than one access line in the same name, customers living in multihousing complexes listed under the telephone number of the complex, and other tariffed exceptions as applicable.



*From the  
Beginning...*

## Directory Assistance

### DIRECTORY ASSISTANCE SERVICES AND CHARGES

| FOR DIRECTORY ASSISTANCE SERVICE  | DIAL                                | DIRECTORY ASSISTANCE CHARGE <sup>1</sup>                     |
|---|-------------------------------------|--|
| <b>LOCAL NUMBER OR AREA CODE</b><br>You may ask for two numbers during each call, but you will have to make your request known to the operator immediately. | 411                                 | \$.35 Per Call   |
| <b>LONG DISTANCE</b><br>Within 904 Area Code  | 411<br>-or-<br>1-904-555-1212       | \$.35 Per Call<br>Rates Vary According to Long Distance Prov |
| Outside 904 Area Code   | 411<br>-or-<br>1+Area Code-555-1212 | \$.85 Per Call<br>Rates Vary According to Long Distance Prov |
| <b>800 SERVICE</b>  | 1-800-555-1212                      | No Charge  |



### DIRECTORY ASSISTANCE FOR DISABLED CUSTOMERS



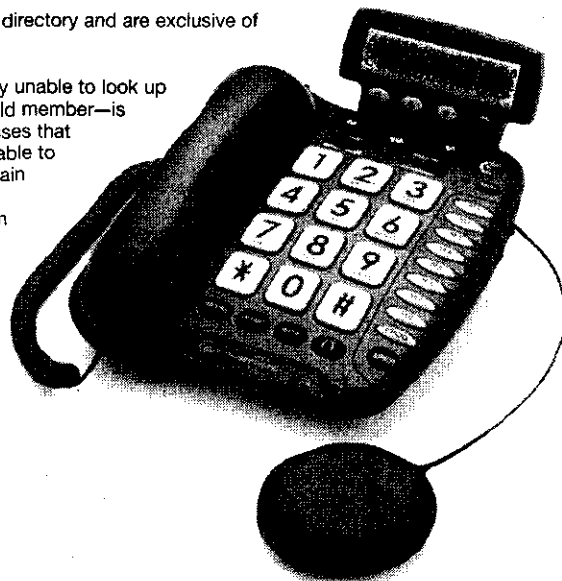
|  |   |  |
|--|---|--|
| <b>QUALIFIED DISABLED CUSTOMERS<sup>2</sup></b>                        |   |  |
| <b>LOCAL NUMBER OR AREA CODE</b>                                       | 411   | No Charge  |
| <b>LONG DISTANCE</b><br>Within 904 Area Code                           | 411<br>-or-<br>1-904-555-1212                   | No Charge<br>Rates Vary According to Long Distance Prov  |
| Outside 904 Area Code  | 1+Area Code-555-1212                            | Rates Vary According to Long Distance Prov   |
| <b>USERS OF TEXT TELEPHONES (TTYs)<sup>3</sup></b>                     |   |  |
| <b>OPERATOR SERVICE FOR THE DEAF<br/>LOCAL OR LONG DISTANCE NUMBER</b> | 1-800-855-4000<br>TTY Operator (See Chart Note) | This nationwide service is provided and rates vary according to Sprint, and an Operator Surcharge may apply. Call the TTY Operator for rate information. |

**Note:** After answering, the TTY Operator will type: OPERATOR MAY I HELP YOU? GO AHEAD.  
The message may also be typed as follows: OPR MAY I HELP U Q G A.

**Note 1:** The rates shown are those in effect with publication of this directory and are exclusive of applicable taxes.

**Note 2:** A residential customer who is certified as blind or physically unable to look up numbers in the directory—or who has a qualifying household member—is exempt from certain Directory Assistance charges. Businesses that have employees who are certified as blind or physically unable to look up numbers in the directory are also exempt from certain Directory Assistance charges if the duties of the certified employees require calls to Directory Assistance. (Exemption forms may be obtained by contacting one of our Service Representatives at the Business Office, located at 130 North Fourth Street, telephone number 259-2261 for voice communications or 259-4999 for TTY communications.)

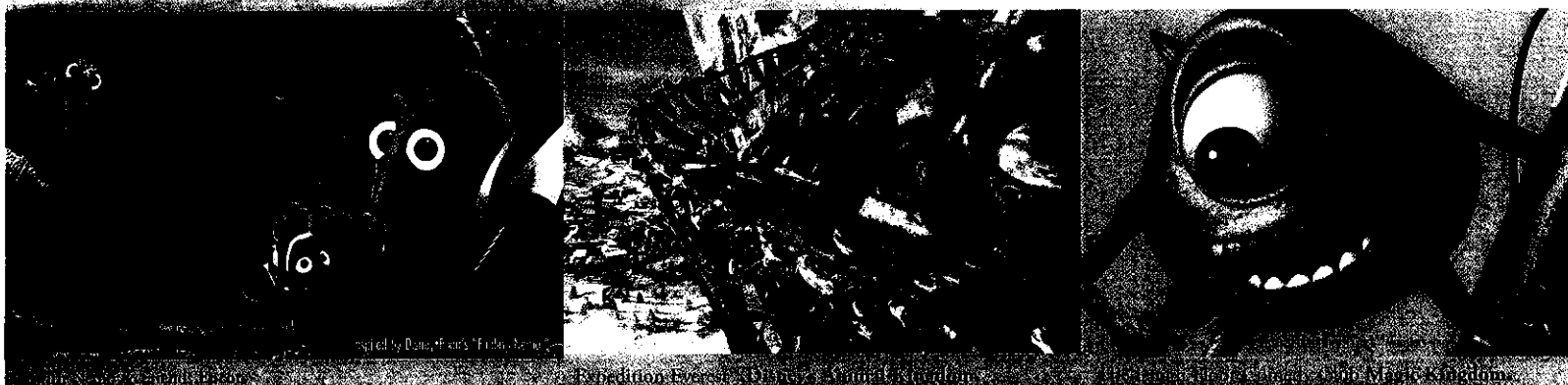
**Note 3:** Persons with hearing/speech impairments who use TTYs may obtain Directory Assistance for placing calls from one TTY to another TTY. Also, users of TTYs may obtain Directory Assistance from the Florida Relay Service for placing calls to persons who use standard telephones by dialing 711 or 1-800-955-8771.



AREA CODES 407 & 321  
Issued JANUARY 2007



*Where dreams come true*



**Smart City Telecom**  
**LAKE BUENA VISTA and CELEBRATION**  
**TELEPHONE DIRECTORY**

Residence White Pages for Orange, Osceola, and Seminole Counties including  
Walt Disney World® Resort ♦ Altamonte Springs ♦ Apopka ♦ Casselberry ♦ Celebration ♦ East Orange ♦ Eatonville  
Haines City (Certain Exchanges) ♦ Kissimmee ♦ Lake Buena Vista ♦ Lake Mary ♦ Longwood ♦ Maitland ♦ Minneola  
Montverde ♦ Ocoee ♦ Orlando ♦ Oviedo ♦ Reedy Creek ♦ Sanford ♦ St. Cloud ♦ West Kissimmee ♦ Windermere ♦ Winter Garden  
Winter Park ♦ Winter Springs ♦ With additional listings for Lake County (Area Code 352), Clermont and Mount Dora

**EMERGENCY NUMBER****(9-1-1)****Fire****Police****Medical****TTY  
Emergencies**

(Persons with Hearing and/or Speech Disabilities)

**9-1-1****Smart City Telecom**

Main Number ..... 407-828-6600

**Customer Care**

Residential ..... 407-828-6700

Business ..... 407-828-6800

**Mailing Address:**P.O. Box 22555  
Lake Buena Vista, FL 32830**Address:**Smart City Telecom  
3100 Bonnet Creek Road  
Lake Buena Vista, FL 32830**Hours:**8:00 a.m. to 5:00 p.m.  
Monday through Friday**Repair Service (Customer Support):**..... 611  
or ..... 407-827-1234**Text Typewriter (TTY) Users****TTY Customer Service**  
..... 407-828-6799**TTY Directory Assistance  
(Voice)** ..... 1-800-855-1155\***TTY Operator Assistance  
(Voice)** ..... 407-939-8255**TTY Repair Service  
(Voice)** ..... 407-938-0701**Poison Information Center (Florida)** ..... 1-800-282-3171**Orange County Sheriff Department**

Emergency ..... 911

Non-emergency ..... 407-737-2400

Non-emergency Help Line ..... 311

**Osceola County Sheriff Department**

Emergency ..... 911

Non-emergency ..... 407-348-2222

Suicide Hotline ..... 1-800-273-TALK or 1-800-273-8255 (toll-free)

**OTHER IMPORTANT NUMBERS**

Remember to dial the Area Code when making all long distance calls.

**Directory Assistance (charges may apply—see page 6)**

Local ..... 411

Long Distance ..... 411 or 1+ Area Code + 555-1212

**2-1-1 Community Resources & Elder Helpline**

2-1-1 is an information and referral telephone service available free of charge in Orange, Osceola and Seminole Counties. A call to 2-1-1 is confidential and one call gives you access to resources across your community. Available 24 hours a day/7 days a week. 2-1-1 provides an easy way to find or give help in your community.

**The Family Source of Florida - Support groups for parents or caregivers who feel overwhelmed, stressed out or out of control.**

24-Hour Parent HelpLine ..... 1-800-FLA-LOVE (1-800-352-5683)

**Florida Relay Service**

(24 hours a day, 365 days a year)

Voice Callers—Toll Free ..... 711

TTY Callers—Toll Free ..... 1-800-955-8771

TTY to TTY—Calling Card, Collect,  
or Operator-Assisted—Toll Free ..... 1-800-855-1155\*

\* Although there is no charge for calling the 800 number, applicable operator service charges and long distance charges apply.

**Walt Disney World® Resort**

General Information ..... 407-824-4321

TTY Information ..... 407-827-5141

**Florida Public Service Commission Inquiries**  
Customers of utilities and companies regulated by the Commission who have first contacted such a firm concerning a problem, and are not satisfied by the corrective action taken may contact:**Comision de Servicio Público del Estado de la Florida**

Todos los clientes de utilidades y empresas reguladas en la Florida que hayan iniciado contacto con dicha entidad y no estén satisfechos con la resolución de su queja y/o investigación pueden dirigirse a:

**The Florida Public Service Commission**  
Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-8153Phone Toll Free (TTY & Voice) 1-800-342-3552  
Facsimile Toll Free 1-800-511-0809  
Internet E-Mail address for filing complaints:  
CONTACT@PSC.STATE.FL.US  
Internet Address for retrieving information:  
<http://www.scri.net/psc>

LAKE BUENA VISTA AND CELEBRATION, FLORIDA

# SMART CITY TELECOM

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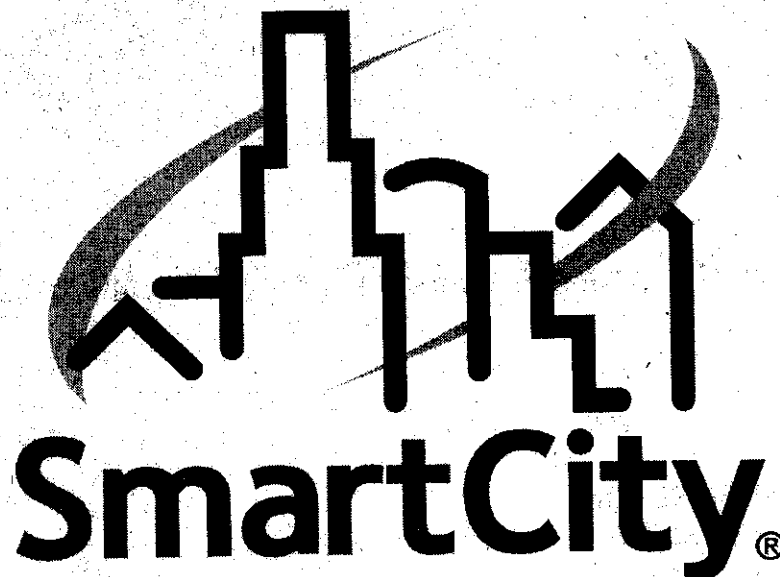
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#### UNDERGROUND CABLE LOCATING SERVICE

Cable cuts are totally unnecessary. Call at least 72 hours before you dig or drill into the ground and we will locate buried cables for you free of charge. Cable cuts cost everyone and in some instances can cause loss of service for days. STOP and CALL AT LEAST 72 HOURS BEFORE YOU DIG. It's a law!

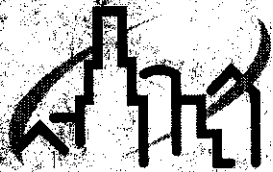
Contact Sunshine State One Call of Florida at 1-800-432-4770 for locations in Cape Coral, Little Lake Bryan or Label Palm at Lake Buena Vista.

All other areas call ..... 407-828-1344  
Call Repair ..... 811  
..... 407-827-1334



MODELS

# ESTABLISHING SERVICE


**SmartCity.**

## Establishing Service

## Repair Service

## Payment

**Customer Care**  
**Residential**..... 407-828-6700  
**Business**..... 407-828-6800  
**Phone Service**... 407-828-6812  
**(text typewriter)** 407-828-6799

**Repair**..... 611  
**Dialing from outside Smart City**  
**Telecom's service area, or when**  
**using a cellular**  
**telephone** ..... 407-827-1234  
**TTY**  
**(text typewriter)** ..... 407-938-0701

**Mail Payments to:**  
**Smart City Telecom**  
**PO Box 917720**  
**Orlando, FL 32891-7720**

**Pay in Person at:**  
**Smart City Telecom**  
**3100 Bonnet Creek RD**  
**Lake Buena Vista, FL**

**E-mail address:**  
**service@smartcitytelecom.com**

INFORMATION PAGES 5

# GENERAL INFORMATION

## Customer Service

### Correspondence Mailing Address:

Smart City Telecom

PO Box 22555

Lake Buena Vista, FL 32830-2555

## Lifeline Assistance and Link-up Florida

Qualified residential telephone subscribers are eligible for the Lifeline Assistance Program. This program provides savings on basic telephone services. Link-up Florida provides a 50% reduction in installation charges to qualified consumers in Florida. Both programs offer assistance on one telephone line per household at the customer's principal residence. Customers receiving benefits from any of the following programs may qualify for these savings:

- Temporary Assistance to Needy Families (TANF)
- Supplemental Security Income (SSI)
- Medicaid
- Low-Income Home Energy Assistance (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Food Stamps
- Bureau of Indian Affairs programs
- Household income no more than 125 percent of the federal poverty income guidelines

If you have any questions about program eligibility or would like to sign up for Lifeline Assistance and/or Link-up Florida, please contact our Customer Care Team at 407-828-6800 or [service@smartcitytelecom.com](mailto:service@smartcitytelecom.com).

Qualified residential subscribers will receive a federal credit in the amount of \$10.00 and a Smart City Telecom credit in the amount of \$3.50 for a maximum Lifeline credit of \$13.50 on their monthly telephone bill. Contact a Smart City Telecom Account Representative for more details.

## Línea Vital y Conexión de la Florida

Los programas de la Línea Vital y Conexión de la Florida están disponibles a suscriptores residenciales que reúnan los requisitos necesarios. Estos programas están diseñados para asegurar el servicio telefónico básico. El programa Conexión de la Florida, provee a los consumidores, hasta un 50% de reducción en los cargos por instalación. Ambos programas ofrecen asistencia para una línea telefónica, por residencia, en la residencia principal del cliente. Consumidores que estén recibiendo asistencia de cualquiera de los siguientes programas podrían cualificar para estos beneficios:

- Asistencia Temporal a Familias Necesitadas (ATFN)
- Seguridad de Ingresos Suplementarios (SSI)
- Medicaid
- Asistencia de Energía Para Hogares de Bajos Ingresos (LIHEAP)
- Asistencia Federal para Viviendas Publicas (Sección 8)
- Cupones de Alimentos
- Negociado de Asuntos Indígenas
- Ingreso Familiar de no más del 125% de las guías federales para nivel de pobreza

Si tiene alguna pregunta sobre la elegibilidad para participar en estos programas, o si desea solicitar los mismos, favor de comunicarse con nuestro Departamento de Servicio al Cliente al 407-828-6800 o por correo electrónico a [service@smartcity.com](mailto:service@smartcity.com).

Florida Local Advocacy Council

Protecting and advocating for a better quality of life for Floridians with unique needs ..... 1-800-342-0825



Celebration and  
Lake Buena Vista, FL

# SMART CITY TELECOM

## Operator & Directory Assistance

### Dial 411 For Smart City Telecom Local Directory Assistance

The directory assistance charging plan provides that the first three calls of each billing cycle to local Directory Assistance from each customer line be at no charge. Two numbers may be requested on each call. Each call to local Directory Assistance over the three call allowance will have a 25 cent charge. A charge will also apply for numbers that are not available. Charges may apply on calls to Directory Assistance from pay telephones.

Charges will not apply to customers with physical or mental impairments who cannot use the directory.

\*Charges may apply for local toll calls or calls made within your Regional Calling Area.

### Dial 411 For National Directory Assistance

Telephone numbers for anywhere in the United States can be obtained by dialing 411. A charge of 85 cents will apply to each of these calls. Not subject to three (3) free calls allowance.

### To Reach Directory Assistance Dial:

|                            |                             |  |                |
|----------------------------|-----------------------------|--|----------------|
| Local .....                | 411                         | 800/855/866/877/888 Service.....               | 1-800-555-1212 |
| Directory Assistance ..... | 411                         | TTY (Hearing & Speech Impaired) 1-800-347-0107 |                |
| Long Distance .....        | 411 or 1+Area Code+555-1212 |  |                |

Charges for directory assistance outside the state of Florida may vary. Please contact your long-distance provider for the appropriate charges and dialing instructions before placing your interstate directory assistance calls.

### Operator Assistance Charges for 411 Calls

411 Operator Assisted - billed to calling card (customer dialed card) - \$1.00.

Not subject to three (3) free calls allowance.

411 Operator Assisted - sent paid, 3rd number billing and non-customer dialed calling cards - \$1.25 (\$0.25 + \$1.00 operator charge). Not subject to three (3) free calls allowance.

### Operator Assistance Charges

Charges will apply when an operator is requested:

- to assist with person-to-person calls ..... \$2.50
- to assist with station-to-station customer dialed calling card local calls ..... \$.75
- to assist with station-to-station operator assisted sent-paid, collect, third number and non-customer dialed calling card calls ..... \$1.00

Charges will apply when an operator is requested:

- to verify a line.....\$2.50  
(no charge for lines found out-of-order)
- to verify and interrupt a busy line\* .....\$2.50

\*If an interruption is made and the call is connected by the operator, the operator assisted toll rate will apply in addition to the \$2.50 charge.

Fees quoted are subject to change.

## Interruption of Service

Bills for service are rendered monthly and all charges are due on the payment date indicated on the bill. Bills not paid by the payment date are considered delinquent and the associated service is subject to interruption after five working days' written notice. A late pay charge of 1.5% or a minimum of \$.50 will be applied when the total amount due is not paid prior to the "pay before" date stated on the return page of the bill. Accounts on which service is interrupted and subsequently reinstated will be charged a restoration of service fee.

## Vacation Service

Special rates are available to Smart City Telecom customers who suspend their residence access line service for 2 to 8 months or their business access line service for 1 to 6 months. Vacation rates allow you to keep your present telephone number and directory listing. Vacation rates are one half of the regulated monthly rates plus appropriate taxes.

## Disconnection of Service

To disconnect your service, call your Account Representative. There is no charge to disconnect your service. Please provide a forwarding or final bill address.



Celebration and  
Lake Buena Vista, FL

# GENERAL INFORMATION

## TTY Service



TTYs (text typewriter for the hearing and speech impaired) are typewriter-like devices that permit hearing or speech impaired persons to communicate via the telephone with other TTY-users. The telephone receiver fits into an acoustic coupler on the typewriter-like device and permits the users to type messages back and forth.

### Florida Telecommunications Relay, Inc.

Florida Telecommunications Relay, Inc. (FTRI) distributes specialized telecommunications devices, free-of-charge to eligible deaf, hard of hearing, deaf and blind, and speech impaired citizens of Florida. FTRI provides Volume Control Telephones for the hearing or speech impaired and TTYs, Large Visual Display TTYs, and Braille TTYs to deaf and deaf and blind citizens. Audible, Visual, and Tactile Ring Signaling devices are also available through this program. For applications or information call: 1-800-222-3448 (V, TTY), Monday through Friday, hours 8:30 A.M. to 5:00 P.M.

### Telecommunications Access System/Florida Relay Service

On May 1, 1992, a statewide Telecommunications Relay Service was implemented in Florida. This service is provided under state contract to every telephone customer in Florida regardless of the long distance company that a customer uses to make non-relay long distance calls. The Relay Service provides 24-hour telephone access staffed by specially trained Communications Assistants using special telecommunications equipment. These Communications Assistants relay conversations between people with hearing and/or speech impairments who use a text typewriter for the Hearing and Speech Impaired (TTY) and people who can speak and hear and who use standard telephones.

There will be no charge for local calls made using the system. Because of the additional time required to make a relay call, customers with a hearing or speech impairment or customers calling a person with a hearing or speech impairment will receive a discount on their long distance calls using the Telecommunications Relay Service. For more information concerning available discounts, you may contact Smart City Telecom.

### THE RELAY SERVICE CAN BE ACCESSED BY DIALING:

|                         |                          |
|-------------------------|--------------------------|
| Voice Callers.....      | 711                      |
| TTY Baudot Callers..... | Toll-Free 1-800-955-8771 |
| TTY ASCII Callers.....  | Toll-Free 1-800-955-1339 |

WALT DISNEY WORLD Resort and Epcot® have text typewriters for hearing-impaired persons to assist them with their telephone calls and information requests. Units are available at City Hall and Guest Relations in the MAGIC KINGDOM® Park, Guest Relations in Epcot, and all WALT DISNEY WORLD Resort locations. WALT DISNEY WORLD Information can be contacted by TTY at 407-827-5141.

## Telephone Service & The Law

### Automated Telephone Solicitation

Florida law prohibits the use of a telephone for the purpose of offering any goods or services for sale or conveying information regarding any goods or services when such use involves any automated system for the selection or dialing of telephone numbers and the playing of a recorded message when a connection is completed to the called number. Nothing in the law prohibits the use of automated telephone systems with recorded messages when the calls are made or messages given solely in response to calls initiated by the person to whom the automatic call or message is directed, or when the calls made concern goods or services previously ordered or purchased. Violation is punishable by fine, imprisonment or both.

### Recording Telephone Calls

All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing or be part of, and obtained at the start of the recording.



SmartCity.

Celebration and  
Lake Buena Vista, FL

# verizon

## WHITE PAGES

superpages.com

# TAMPA

Apollo Beach • Brandon • Gibsonton • Land O'Lakes • Lithia •  
Lutz • Mango • New Tampa • Oldsmar • Riverview • Ruskin •  
Seffner • Sulphur Springs • Sun City • Temple Terrace •  
Thonotosassa • Town N'Country • Valrico • Wesley Chapel •  
Wimauma

With Listings For: Plant City • Dover • Sydney

**AREA CODE 813**  
**NOVEMBER 2006**

 Verizon Recycles



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PERSONAL INJURY, PERSONAL ATTENTION

Free Consultation • No Recovery • No Fee Or Costs

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Scott R. Jeeves  
Civil Trial Attorney and Mediator

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# Customer Info Guide

## LOCAL TELEPHONE COMPANIES

- How to Reach Verizon ..... See Below
- How to Reach Other  
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For assistance finding a number, published listing, name  
and/or address anywhere in the U.S., please call ..... 411

**Note:** National Directory Assistance may not be available in  
all Verizon serving areas.

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## How to Reach Verizon

### FOR INSTALLATION/ADDITIONAL SERVICES/CHANGES IN SERVICES, CALL:

Residential Customers ..... **1-800-483-4000**  
Business Customers ..... **1-800-483-5000**  
International Calls—  
Call Collect ..... **813-233-9327**  
Visit us at ..... [www.verizon.com](http://www.verizon.com)

### VERIZON CENTER FOR CUSTOMERS WITH DISABILITIES

Residential Customers  
Monday - Friday 8:00 a.m. - 6:00 p.m.  
Voice & TTY ..... **1-800-974-6006**

### FOR QUESTIONS ABOUT YOUR BILL, CALL:

Residential Customers ..... **1-800-483-3000**  
Business Customers ..... **1-800-483-5000**  
Visit us at ..... [www.verizon.com](http://www.verizon.com)

### FOR PROBLEMS WITH YOUR TELEPHONE SERVICE, CALL:

Answered 24 hours a day including holidays  
Residential Customers ..... **1-800-483-1000**  
Single Line Business Customers  
(two lines or less) ..... **1-800-483-1000**  
Multiline Business Customers  
(three lines or more) ..... **1-800-483-2000**  
Visit us at ..... [www.verizon.com/repair](http://www.verizon.com/repair)

### FOR PERSONS WITH HEARING OR SPEECH DISABILITIES, CALL:

 Florida Relay Service -  
Telecommunication Services for Deaf,  
Hard of Hearing  
and Speech Disabled Individuals  
Text Telephone (TTY ASCII)  
Customers ..... **711 or 1-800-955-1339**  
Text Telephone (TTY Baudot)  
Customers ..... **711 or 1-800-955-8771**

### CENTRO HISPANO DE VERIZON

Instalación, traslados, cancelaciones, servicios  
especiales, equipo telefónico, facturación  
Clientes Residenciales ..... **1-800-743-2483**  
Clientes Comerciales ..... **1-800-483-4522**  
國語住家客戶服務中心 ..... **1-800-483-8688**

星期一至星期五 8:00 a.m. - 5:00 p.m. PST  
國語商務客戶服務中心 ..... **1-877-500-5522**

星期一至星期五 8:00 a.m. - 5:30 p.m. PST  
한국어 가정용 고객 ..... **1-800-483-7772**

월요일 - 금요일 ..... 8:00 a.m. - 5:00 p.m. PST  
한국어 비즈니스 고객 ..... **1-877-511-5522**

월요일 - 금요일 ..... 8:00 a.m. - 5:30 p.m. PST  
Trung tâm khách hàng Việt Nam ..... **1-800-483-2262**

Thứ hai - Thứ sáu ..... 8:00 a.m. - 5:00 p.m. PST  
Trung tâm thương mại Việt Nam ..... **1-877-522-5575**

Thứ hai - Thứ sáu ..... 8:00 a.m. - 5:30 p.m. PST

### VERIZON LONG DISTANCE

Residential Customers ..... **1-800-483-3737**  
Business Customers ..... **1-800-483-1660**

### VERIZON PREPAID PHONE CARDS

Business Customers Only ..... **1-800-411-8461**

### INTERNET FROM VERIZON

Residential Customers ..... **1-888-587-7333**  
Business Customers ..... **1-877-781-7233**  
Contact us on the Internet at  
..... [www.verizon.net](http://www.verizon.net)

### CONFERENCE CALLING FROM VERIZON- CONFERENCE CONNECTIONS®

Reservationless Conference Service  
..... **1-800-779-2972**  
Visit us on the Internet at  
..... [www.verizon.com/conferenceconnections](http://www.verizon.com/conferenceconnections)

### UNDERGROUND FACILITIES LOCATING SERVICE—CALL SUNSHINE

48 hours before you dig or drill,  
please call ..... **1-800-432-4770**

### PUBLIC COIN TELEPHONES-FOR QUESTIONS REGARDING PAY PHONES, CALL:

Independent Payphone Providers  
Orders & Billing ..... **1-800-483-2678**  
Repair ..... **1-800-483-1000**  
Verizon Payphones ..... **1-800-483-2646**

## VERIZON PLUS

Carrollwood  
12400 N. Dale Mabry, Tampa  
**961-8333**

Palma Ceia  
111 S. Dale Mabry Hwy., Tampa  
**873-2915**

Regency Square Mall  
2478 W. Brandon Blvd., Brandon  
**684-0068**

Fowler Plaza South  
2381 E. Fowler Ave., Tampa  
**971-7706**

West Tampa  
3611 W. Hillsborough Ave., Tampa  
**877-4134**

Town & Country, Ross Plaza  
8456 W. Hillsborough Ave.  
**885-9700**

Or call  
**1-800-483-6697**

# Doing Business With Verizon

## Setting Up or Changing Your Phone Service

If you've just moved into a new home or established a new business, we will be happy to connect your phone service. We can also make any changes needed to your current service. Please call Verizon's Customer Contact Center at one of these toll-free numbers:

Residential customers....**1-800-483-4000**

Centro Hispano de Verizon

Clientes Residenciales....**1-800-743-2483**

Residential Center for Customers with Disabilities .....V/TTY **1-800-974-6006**

Business customers .....**1-800-483-5000**

Centro Hispano de Verizon

Clientes Comerciales .....**1-800-483-4522**

國語住家客戶服務中心 .....**1-800-483-8688**

星期一至星期五 .8:00 a.m. - 5:00 p.m. PST

國語商務客戶服務中心 ..**1-877-500-5522**

星期一至星期五 .8:00 a.m. - 5:30 p.m. PST

한국어 가정용 고객 .....**1-800-483-7772**

월요일 - 금요일 .....8:00 a.m. - 5:00 p.m. PST

한국어 비즈니스 고객 ..**1-877-511-5522**

월요일 - 금요일 .....8:00 a.m. - 5:30 p.m. PST

Trung tâm khách hàng Việt Nam ..**1-800-483-2262**

Thứ hai - Thứ sáu .....8:00 a.m. - 5:00 p.m. PST

Trung tâm thương mại Việt Nam ..**1-877-522-5575**

Thứ hai - Thứ sáu .....8:00 a.m. - 5:30 p.m. PST

For changes or additions to your service, you can also contact or visit **Verizon Plus**. (Please see page 1 for the location near you.)

All customers with Text Telephones (TTYs—special equipment for people with hearing and/or speech disabilities) call Verizon through the Florida Relay Service. (Please see page 14 for calling instructions.)

When applying for new telephone service you will be asked to answer several questions. Responses to questions such as your address, how your name should appear in the directory, Verizon calling services you may wish to order, credit information, and previous telephone services will help us with all of your telephone service needs and determine if a deposit will be required. If a deposit is required, it will be refunded to you, with interest, after a year of timely payments.

Residential phones are installed for normal domestic use. Residential service will be changed to business service if the telephone is used primarily for business or is advertised for business purposes. If you want to change your business service to residential service, you will be required to change your telephone number.

**Please Note:** To ensure your white page listing is correct for the next directory, please call the appropriate 1-800 number at least three months prior to the publication date to make any additions, changes, or deletions.

## Installation Charges

There is a charge to start your new telephone service. Please talk to Verizon's Customer Contact Center to find out the charges in your area. Installation charges generally appear on your first telephone bill.

## Lifeline and Link-up programs help make telephone service more affordable.

With Lifeline and Link-up programs, qualified residential telephone customers receive a discount on the installation for new service and/or discount on their monthly local telephone service. You may be eligible to receive Lifeline service at a reduced rate, even if you have prior unpaid telephone bills and do not have telephone service today.

## Qualifiers

Residential customers who receive any of the following:

- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Federal Public Housing Assistance (Section 8)
- Supplemental Security Income (SSI)
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Free Program (NSL)
- If your household income is no more than 135% of the federal poverty income guidelines you may also qualify. Please call the Florida Office of Public Counsel at 1-800-540-7039 for details.

## Lifeline Service

Helps make residential local telephone service available to people who might not be able to afford phone service. If you qualify for Lifeline Assistance, you will receive a credit in the amount of \$13.50 on your Verizon monthly phone bill. Customers may receive additional discounts depending on the local service options they select.

Toll blocking service is available to Lifeline customers at no charge.

## Link-up

Provides for a discount of 50% of installation charges, up to \$30, for new service at your primary place of residence.

## Native American Lifeline

Verizon also provides low-cost Lifeline service through its Native American Lifeline (NALL) program. Residents of federally recognized tribal lands who qualify for Lifeline may get their basic telephone service for as low as \$1.00 per month. Residents of federally recognized tribal lands who meet the NALL eligibility criteria are also eligible for federal assistance of up to \$100.00 in Link-up installation credits to establish telephone service.

For more information about Lifeline and Link-up, please call Verizon's Customer Contact Center at one of these toll-free numbers:

Residential customers....**1-800-483-4000**

Residential Center for Customers with Disabilities .....V/TTY **1-800-974-6006**

Verizon will periodically verify your eligibility with your appropriate government agency.

## Unresolved Complaints

### Do you have a billing question or a service inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

### Verizon customers may call:

Residential customers....**1-800-483-4000**

Centro Hispano de Verizon

Clientes Residenciales....**1-800-743-2483**

Residential Center for Customers with Disabilities .....V/TTY **1-800-974-6006**

Business customers .....**1-800-483-5000**

Centro Hispano de Verizon

Clientes Comerciales .....**1-800-483-4522**

Text Telephone (TTY) customers call Verizon through the Florida Relay Service. (Please see page 14 for calling instructions.)

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see the section of this guide that lists other local telephone companies to find the correct number.

## THE BASICS AND BEYOND



CUSTOMER INFO GUIDE

### What do I do if I am not fully satisfied with the solution proposed by my telephone service provider?

Many service providers have a customer relations office which is staffed to provide additional assistance to customers with billing or service issues.

If you are not satisfied after speaking with a supervisor, Verizon customers may contact:

Verizon Customer Relations (toll-free) at **1-800-483-7988**. The office is open Monday through Friday, from 8:30 a.m. to 4:30 p.m.

You may also reach Verizon Customer Relations via Verizon's web site at <http://www.verizon.com/customer-support/contactus/> - Please select the "Comment on a recent service experience" button and submit your inquiry.

Or you may write to:

**Verizon Customer Relations**  
P.O. Box 1804  
Marion, OH 43301-1804

### If I am still not satisfied, is there any other alternative for me?

If you are still not satisfied after calling the Customer Relations office, you may call the Florida Public Service Commission at 1-800-342-3552 (TTY and Voice), fax 1-800-511-0809.

You may also contact the Florida Public Service Commission via its web site at: <http://www.scri.net/psc>.

Or you may write to:

**Florida Public Service Commission**  
Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-8153

### Billing

If you have billing questions, please contact us at one of these toll-free numbers:

Residential customers.....**1-800-483-3000**  
Business customers .....**1-800-483-5000**

Text Telephone (TTY) customers call Verizon through the Florida Relay Service. (Please see page 14 for calling instructions.)

For your convenience, you can also use Verizon's automated system to check the status of your bill; find the payment location nearest you; and make payment arrangements. Before you call, please locate your customer ID number. You'll find it on the first page of your bill next to your telephone number. The automated system is accessed by calling the telephone number (listed above) for residential customers. (This service is only available to residential customers.)

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You will be billed monthly for standard charges such as local service (one month in advance), long-distance calls (from any telephone number for which you have billing responsibility), authorized charges on your calling card, optional services (Call Waiting, Caller ID, etc.), and any past due amount. The due date for payment is printed on your bill. Payment not received by the due date is considered late and penalty charges may apply.

### Deferred Payment Plan

If you cannot pay your bill by the due date, we may be able to offer you a deferred payment plan. Please call Verizon's Customer Contact Center, at one of the following toll-free numbers, for more information:

Residential customers.....**1-800-483-3000**

Business customers .....**1-800-483-5000**

Text Telephone (TTY) customers call Verizon through the Florida Relay Service. (Please see page 14 for calling instructions.)

### Payment Options

You can pay online, by automatic bank payment, phone, mail, or in person. **Online:** Visit [www.verizon.com](http://www.verizon.com) to sign up to receive and/or pay your bill electronically online.

**Direct Payment Option:** Enroll in automatic bank payment by completing information on the back of your bill and mailing it with your payment. You can also enroll by phone at **1-800-345-6563**. **Pay by Phone:** Call **1-800-345-6563** to pay electronically by debit card or electronic check—a convenience fee applies. **Mail:** Use the return envelope enclosed with your bill. Do not send cash. **Verizon Plus Stores:** Call **1-800-483-6697** for a location near you.

### Disconnect Service

Your telephone service can be disconnected for non-payment of your monthly bill. If this occurs, a "Notice of Account Past Due" for the late payment will be sent to you and your service will be disconnected if payment is not received within five days. All late and reconnection charges must be paid to re-establish service. A deposit may also be required.

### Additionally, telephone service can be disconnected for the following reasons:

- Failure to comply with the terms of a payment agreement
- Failure to comply with deposit or credit arrangements
- Failure to remove unauthorized attachments from Verizon equipment (lines, etc.), after written notice

- Failure to stop abuse or misuse of telephone equipment and/or service, after written notice. Abuse or misuse may be defined as calls made in a profane, obscene or frightening manner.
- Abandoning telephone service without notice to Verizon
- Tampering, in any manner, with Verizon equipment

### Directory Assistance Charges

Verizon Directory Assistance has millions of directory listings available. If you're looking for a telephone number and can't find it in this directory, our operators can help.

Our directory service consists of a combination of automated and live operator functions. In order to provide you with quick service and accurate numbers when using the voice recognition feature, remember to keep background noise to a minimum; provide only the information requested at the time, (extra information, such as spelling a word, hinders the system search); and speak with a regular speed and tone to your voice.

Within the United States, you can locate a **long-distance** number by calling National Directory Assistance at **411**. (You do not need to know the area code.) For \$1.25 per call, you can request up to two listings—at the start of your call, please tell the operator that you will be requesting more than one listing. **Note:** National Directory Assistance is not available in all Verizon serving areas. Prices may be subject to change.

Within your **local** calling area, residence customers can make up to three Directory Assistance calls and business customers can make one Directory Assistance call during each monthly billing period at no cost. Extra calls are billed at 85¢ each. You may request two numbers at a time—at the start of your call, please tell the operator that you will be requesting two listings. (Charges do not apply to local Directory Assistance calls from customers who are unable to use the phone book because of a permanent disability.)

Can't find pen and paper to write down the number? Simply **press "1,"** and the number you requested from Directory Assistance is automatically dialed for you. Completed Directory Connect Plus calls cost 45¢ and will be charged to your phone bill in addition to any other applicable Directory Assistance charges. (Charges will also apply to calls placed by disabled customers.) This service is not applicable to non-published numbers nor will the service be provided to toll-free and cost-per-call numbers. (See page 15, Area Code listings under WATS and CPC numbers.)

## Customers with disabilities should contact their Verizon Customer Contact Center for Directory Assistance charging exemption information.

Customers with TTYs can use the Florida Relay Service to call Verizon Departments. Here are the numbers to call:

**For installation/service:** Call 711 or 1-800-955-8771 for Baudot communications, or 711 or 1-800-955-1339 for ASCII communications (Monday – Friday, 8:00 a.m. – 5:00 p.m.).

Residential customers ask for

**1-800-483-4000.**

Business customers ask for

**1-800-483-5000.**

**For billing information:** Call 711 or 1-800-955-8771 for Baudot communications, or 711 or 1-800-955-1339 for ASCII communications (Monday – Friday, 8:00 a.m. – 5:00 p.m.).

Residential customers ask for

**1-800-483-3000.**

Business customers ask for

**1-800-483-5000.**

**For repair service:** Call 711 or 1-800-955-8771 for Baudot communications, or 711 or 1-800-955-1339 for ASCII communications (24 hour service).

Residential customers ask for

**1-800-483-1000.**

Business customers ask for

**1-800-483-2000.**

Directory and Operator Assistance is available to TTY users 24 hours a day. The number to call is **1-800-855-1155**. (Calls to this number are free, but long-distance and operator assistance charges will apply.) Customers with physical or visual disabilities may be exempt from Directory Assistance charges. Please contact Verizon's Customer Contact Center for more information.

## Florida Relay - Telecommunication Services for Deaf, Hard of Hearing and Speech Disabled Individuals



Thousands of Floridians use Florida Relay everyday to make personal and business phone calls. The relay allows people who use specialized telephone equipment to communicate with people who use standard telephones. Florida Relay offers user friendly features:

- Relay Operators available 24 hours a day, 365 days a year
- No restrictions on the number or length of calls placed
- No charge for local phone calls
- Translation services for English from ASL based text, Spanish, and French Creole

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Dial 711 to use the relay anywhere or use the Toll-Free Access numbers

1-800-955-8771 .....(TTY)

1-877-955-8260 .....(VCO)

1-800-955-8770 .....(Voice)

1-800-955-1339 .....(ASCII)

1-877-955-5334 .....(STS)

1-877-955-8773 .....(Spanish)

1-877-955-8707 .....(French Creole)

1-900-230-6868 .....(900 services)

Customer Service Numbers

(TTY/Voice/ASCII)

1-800-676-3777 .....(English)

1-800-676-4290 .....(Spanish)

Customers who have been certified to the Company as having a hearing and/or speech impairment which requires them to communicate through the Florida Relay service, receive 50% discount on their long-distance charges.

Long-distance calls made through the Florida Relay Center where the called or calling party is both hearing and visually impaired or speech and visually impaired receive a 60% discount of the otherwise applicable rate.

Customers who qualify for these discounts should call the Verizon Customer Billing Center.

## Long-Distance Calling

Use area codes when making calls to locations outside of your local calling area. Refer to the listings on page 15 to locate the area codes you need. If the city you want is not listed, contact your long-distance provider.

To make a long-distance call without operator assistance, dial "1" + area code + number. You can save money by dialing your calls direct without involving the operator. Charges for long-distance calls are set by your long-distance provider. Contact your provider for information about rates and discounts.

To use your calling card, dial "0" + area code + number. You will hear a special tone indicating you should enter your calling card number. If you are calling from a rotary phone, wait for the operator to come on the line to assist you.

For operator assistance, dial "0" + area code + number. When the operator answers, explain the type of call (listed in the following column) you want to make. Charges for operator-assisted calls begin once the operator connects you to the person you are calling and leaves the conversation. These charges are in addition to the direct-dialed rate for the call. You can ask the operator to tell you the time and charges for the call.

**Station-to-Station:** Call station-to-station if you want to talk to anyone who is likely to answer the phone at the number you're calling.

**Person-to-Person:** Calling person-to-person is an efficient use of your long-distance dollars. It ensures that you will only be charged for the call if the particular person or specific extension you are calling is available.

**Collect:** Collect calls are especially convenient if you are calling from a pay phone and you don't have the required change or a calling card. The operator will ask the person you are calling to accept charges for the call.

**Third-Number Billing:** What if you are in someone else's home or office and need to make a long-distance call but want the charges to appear on your own telephone bill? You can request third-number billing from the operator. Third-number billing is also useful if you are calling from a pay phone and do not want to call collect. When you request third-number billing from any phone, someone must answer the third number and approve the call before it can be completed.

## Local Toll and Long-Distance Service

In addition to area codes, all states are divided into one or more geographic regions called LATAs (Local Access and Transport Areas). A toll call from one point to another within a LATA is called an intraLATA or local toll call. A toll call to a point outside a LATA is called an interLATA or long-distance toll call.

"Equal Access" allows you to choose any telecommunications company for each of these types of calls:

- 1) Local Toll Calls (within a LATA),
  - 2) Long-Distance Calls (between LATAs).
- You may or may not decide to choose the same company for both. Once you have notified your local telecommunications company of your choice, all of your toll calls will be handled automatically by the company you chose whenever you dial "1" + area code + number to make the call.

For more information, please see pages 1-5 for a list of contact numbers.

**Consumer Tip:** Make sure you know what you are paying for Local Toll and Long-Distance calls, as they may have different rates. Many long-distance discount rates are being advertised (e.g., 5 cents a minute). Before you switch all of your long-distance calls, be sure to ask if these rates also apply to your Local Toll Calls. For these calls, you may be better off on the plan you are currently on.

The Official  
Altel  
Directory

## ALACHUA, BRADFORD, COLUMBIA & UNION COUNTIES

### Serving the Communities of:

Alachua • Brooker • Fort White • High Springs  
Lake Butler • Melrose • Raiford • Waldo

### Also Including Listings for but is Not Distributed to:

Gainesville • Archer • Branford • Bronson • Hawthorne  
Interlachen • Keystone Heights • Micanopy • Newberry  
Lake City • Kingsley Lake • Lawtey • Starke

### Inside:

- Calendar of Events
- Area Codes & Time Zones
- Up-To-Date Community Information
- Emergency Numbers & Helplines
- ZIP Codes



March 2006

[alteldirectories.com](http://alteldirectories.com)

# Table of Contents

Curious about what's going on in and around your community? We've prepared feature stories to spotlight the particulars of your town. We've packed this section with useful information for your convenience. It's exciting to live where you do. It was exciting for us to write about it. Enjoy!

## UNRESOLVED COMPLAINTS AND CUSTOMER RIGHTS

When you have a question about your bill or your service, call the CALL CENTER. Your service representative has a basic responsibility to answer your questions and resolve your problems. If you are not satisfied, feel free to ask for a supervisor. If your problem can't be resolved by the supervisor, ask for the manager or higher levels of management. The CALL CENTER number is:

|                       |                    |
|-----------------------|--------------------|
| Residential Customers | Business Customers |
| 1-800-347-1991*       | 1-800-843-9214 *   |

Any service problem should be reported promptly to the telephone company. The telephone number of the SERVICE DEPARTMENT is:

1-800-782-6206\*

**ACTION LINE** - If you believe local efforts have been unsuccessful in resolving your problem to your satisfaction, you may call:

1-800-222-6825

This toll free number puts you in touch with a specially trained staff that will analyze and take immediate action on your problem, and provide any follow up which may be necessary.

If you have made the above contacts and feel that your problem is still not resolved to your satisfaction, it may be referred to the:

## FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES

Customers of utilities and companies regulated by the commission who have first contacted such a firm concerning a problem, and are not satisfied by the corrective action taken may contact:

Comision de servicio público del estado de la Florida:  
Todos los clientes de utilidades y empresas reguladas en la Florida que hayan iniciado contacto con dicha entidad y no estén satisfechos con la resolución de su queja y/o investigación pueden dirigirse a:

The Florida Public Service Commission  
Division Of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Phone Toll Free (TDD & Voice) 1-800-342-3552  
Facsimile Toll Free 1-800-511-0809  
Internet E-mail address for filing complaints:  
CONTACT@PSC.STATE.FL.US  
Internet Address for retrieving information:  
<http://www.psc.state.fl.us/>



206 White Avenue S.E.,  
Live Oak, FL 32064

Area Codes  
904, 352 & 386  
Customer Service

## Community Information

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## The White Pages

Alphabetical Telephone Numbers

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Classified Listings

## ZIP Codes

Last page preceding the inside back cover

## The Directory Coverage Map

See first yellow page

## Billing Inquiries or to Place an Order:

|  |                  |
|--|------------------|
| Business Office                                  |                  |
| Residential Customers.....                       | 1-800-347-1991 * |
| Local Business Sales .....                       | 1-800-464-4413 * |
| Small Business Customers.....                    | 1-800-843-9214 * |
| En Español.....                                  | 1-800-582-3132 * |
| Repair Service answered 24 hours (all customers) |                  |
| To report a phone out of order or other          |                  |
| Telephone emergencies.....                       | 1-800-782-6206   |
| Dial-Up Internet .....                           | 1-800-990-4449   |
| DSL .....  | 1-888-292-3827   |
| Assistance for TDD users only.....               | 1-800-374-4463 * |



\* No charge to calling party

# Emergency Numbers



Fire



Ambulance



State Police



Doctor



Police



Sheriff

|                        | Fire  | Rescue Squad | Police |
|------------------------|-------|--------------|--------|
| <b>ALACHUA</b>         |       |              |        |
| Alachua County .....   | 9-1-1 | 9-1-1        | 9-1-1  |
| <b>BROOKER</b>         |       |              |        |
| Alachua County .....   | 9-1-1 | 9-1-1        | 9-1-1  |
| Bradford County .....  | 9-1-1 | 9-1-1        | 9-1-1  |
| <b>FORT WHITE</b>      |       |              |        |
| Columbia County .....  | 9-1-1 | 9-1-1        | 9-1-1  |
| <b>HIGH SPRINGS</b>    |       |              |        |
| Alachua County .....   | 9-1-1 | 9-1-1        | 9-1-1  |
| Columbia County .....  | 9-1-1 | 9-1-1        | 9-1-1  |
| Gilchrist County ..... | 9-1-1 | 9-1-1        | 9-1-1  |
| <b>LAKE BUTLER</b>     |       |              |        |
| Union County .....     | 9-1-1 | 9-1-1        | 9-1-1  |
| Bradford County .....  | 9-1-1 | 9-1-1        | 9-1-1  |

|                       | Fire  | Rescue Squad | Police |
|-----------------------|-------|--------------|--------|
| <b>MELROSE</b>        |       |              |        |
| Alachua County .....  | 9-1-1 | 9-1-1        | 9-1-1  |
| Bradford County ..... | 9-1-1 | 9-1-1        | 9-1-1  |
| Clay County .....     | 9-1-1 | 9-1-1        | 9-1-1  |
| Putnam County .....   | 9-1-1 | 9-1-1        | 9-1-1  |
| <b>RAIFORD</b>        |       |              |        |
| Union County .....    | 9-1-1 | 9-1-1        | 9-1-1  |
| <b>WALDO</b>          |       |              |        |
| Alachua County .....  | 9-1-1 | 9-1-1        | 9-1-1  |
| Bradford County ..... | 9-1-1 | 9-1-1        | 9-1-1  |



**Florida Poison Control Information  
Center/Jacksonville**  
1 + 800-222-1222\*

## Other Important Numbers

|                        |                   |
|------------------------|-------------------|
| <b>SHERIFF</b>         |                   |
| Alachua County .....   | 352-955-1818      |
| Bradford County .....  | 904-966-6161      |
| Clay County .....      | 904-284-7575      |
| Columbia County .....  | 752-3222          |
| Gilchrist County ..... | 1 + 800-701-3410* |
| Putnam County .....    | 1 + 800-426-9975* |
| Union County .....     | 496-2501          |

### ABUSE REGISTRY

|  |                   |
|--|-------------------|
| Reporting Abuse, Neglect or Exploitation<br>Children and Vulnerable Adults |                   |
| (Voice) .....  | 1 + 800-962-2873* |
| (TDD) .....  | 1 + 800-453-5145* |



**ASSISTANCE FOR TDD  
USERS ONLY**  
..... 1 + 800-374-4463\*

|   |                  |
|---|------------------|
| <b>BUREAU OF ALCOHOL, TOBACCO<br/>&amp; FIREARMS (24-hour phone number)</b> |                  |
| Jacksonville .....  | 1 + 904-232-3468 |

**CONSUMER HELPLINE**.. 1 + 800-342-2762\*

**DISTRICT III AREA AGENCY ON AGING  
(Elder Helpline)** ..... 1 + 800-262-2243\* |

**THE PARENT HELPLINE**  
..... 1-800-FLA-LOVE\*

|  |                  |
|--|------------------|
| <b>FEDERAL BUREAU OF INVESTIGATION</b> |                  |
| Jacksonville .....                     | 1 + 904-721-1211 |

### FLORIDA DEPARTMENT OF LAW ENFORCEMENT\*

|   |                   |
|---|-------------------|
| Alachua County .....                      | 1-386-418-5400    |
| Bradford, Clay, Putnam and Union Counties |                   |
| .....                                     | 1 + 800-226-6481* |
| Columbia County .....                     | 1 + 386-330-2800  |

### FLORIDA FISH & WILDLIFE CONSERVATION COMMISSION .....

1 + 888-404-3922\*

### FLORIDA HIGHWAY PATROL STATION

..... 1 + 800-382-1290\*

### FLORIDA LOCAL ADVOCACY COUNCIL

Protecting and advocating for a better quality of  
life for Floridians with unique needs  
..... 1 + 800-342-0825\*

### FLORIDA MISSING CHILDREN INFORMATION CLEARINGHOUSE

..... 1 + 888-356-4774\*

### FLORIDA RELAY SERVICE

(Voice) ..... 1 + 800-955-8771\* || (TDD) ..... | 1 + 800-955-8770\* |

### FOREST & RURAL FIRE & BURNING AUTHORIZATIONS

|                                    |                  |
|------------------------------------|------------------|
| Alachua County .....               | 352-955-2010     |
| Bradford, Columbia, Union Counties |                  |
| .....                              | 1 + 386-758-5700 |

### FUNERAL AND CEMETERY HOTLINE

..... 1 + 800-323-2627\*

### GET LEAN HOTLINE

..... 1 + 800-438-5326\*

### ST. JOHNS RIVER WATER MANAGEMENT DISTRICT .....

1 + 800-451-7106\*

### STORM LINE .....

1 + 800-227-8676\*

### U.S. SECRET SERVICE

Jacksonville ..... 1 + 904-296-0133 |

*Charge to Calling Party*

\*No Charge to Calling Party

### Per Call Blocking

Prevents your phone number from being displayed  
to the person receiving your call.

How to use: Pick up your handset and listen for  
the dial tone. Press \*67. On a rotary phone, dial  
1167. Dial the number you're calling as usual.  
The person you've called will not be able to see  
your number displayed on their telephone display  
screen. Instead, a "P" or "private" will be displayed.

Note: You must dial \*67 before each call you place.  
Otherwise, your phone number will be released to  
the person receiving your call.

Free of Charge - Available in areas with Caller ID.



# Customer Information

*straight talk*

## Line Busy Verification/ Emergency Interrupt

A subscriber request for verification of a number is chargeable if an operator determines that the line is in use. Where a number has been determined to be busy, the operator will provide emergency interrupt service. The charge for emergency interrupt is billed in addition to the line verification charge.

No charge will apply if the customer identifies that the call is to or from an official public emergency agency.

Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

If the operator is able to complete the call, charges for operator-assisted calls will be applied in addition to the applicable verification and emergency interrupt charges.

The charges for line verification and emergency interrupt are as follows:

Local and toll numbers line verification \$2.50, emergency interrupt \$5.00

## Recording Of Telephone Conversations

As a general rule, telephone conversations may only be recorded if all parties to the telephone conversation have given their prior consent to the recording of the conversation, and the prior consent has either been obtained in writing or is made part of, and obtained at the start of the recording.

## Customer Owned Equipment and Inside Wiring

If you do not own your telephone sets, there are many communication suppliers and retail stores where you may purchase or rent your equipment.

Customer provided equipment may be connected to telephone company facilities only if it is registered or otherwise complies with the FCC's rules and meets the regulations set forth in the company's tariff. Contractors, electricians and customers can provide the inside wiring for business and residential dwellings. This includes buildings under construction and existing facilities. Alltel will provide the necessary telephone demarcation point to the building. If you have questions concerning the use of customer provided equipment or station, please contact the Alltel Business Office.

## Long Distance Carrier Protection

A PIC-LOCK prohibits anyone from changing your long distance provider without your prior consent. A PIC-LOCK can be placed on your service at no charge. Call your business office for information on this service.

## Consumer Rights Pay Per Call (900) Services

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment for 900 service calls.

You should not be billed for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed within your telephone company bill, contact the toll free number provided in the bill section containing the 900 charge in question.

To dispute a 900 service charge appearing in a telephone company bill, you must contact the telephone number provided for bill inquiries. This bill inquiry number appears on the bill page containing the 900 charge you want to dispute. You must call this number to register your dispute within 60 days from the date of the bill. Orally communicating your dispute to the telephone number specified is sufficient notification of a billing error.

## Alltel - Providing Telephone Assistance In Your Community

Striving to make telecommunications services affordable for all consumers, Alltel is proud to offer two financial assistance programs: Lifeline and Link Up Florida. Through these programs, eligible customers may receive discounts on monthly local basic service, service order charges and deposits (including voluntary toll blocking). To qualify for these plans, you must receive benefits from at least one of the following programs: Medicaid, Food Stamps, Supplemental Security Income, Federal Public Housing Assistance or Low-Income Home Energy Assistance Program.

### LIFELINE

With each bill, this program waives the Federal Subscriber Line Charge of \$6.50, and provides a discount off the monthly local exchange service charge.

To qualify for Lifeline, applicants must be participants in at least one of the following programs:

- Food Stamps
- Temporary Assistance for Needy Families
- Supplemental Security Income (SSI)

- Medicaid
- Senior Citizens Discount Plan

Lifeline assistance is available for one telephone line per residence, at the customer's principal place of residence. Alltel also offers voluntary toll blocking to low income customers at no charge. Toll blocking provides the customer with local calling capabilities, but blocks any call that has a long distance or premium service charge associated with it.

### Link Up Florida

Link Up Florida is a connection fee subsidy program. With Link Up Florida, consumers may receive a 50 percent discount (up to \$30) toward the establishment of local telephone service.

To qualify for Link Up Florida, you must currently be on the Florida Medicaid or Food Stamp programs, or be certified by the Department of Health and Rehabilitative Services as eligible for one of these programs.

Link Up Florida assistance is available for the establishment of a single telephone line per household, at the principal place of residence of eligible applicants.

For more information on either Lifeline or Link Up Florida, you may call Alltel at 1-800-347-1991.

# Customer Information

*straight talk*

## Alltel Employee Identification

Alltel employees carry identification cards. For your protection, please ask to see identification before admitting any service person into your home.

## Tariffs

Tariffs which show rates, rules and regulations for telephone service and facilities are available in our Business Office for public inspection. Please ask if you wish to review them.

## Telephone Fraud

Charging long-distance calls to a number other than your own, without permission, is illegal.

## Obscene, Harassing Or Threatening Calls

Placing obscene or harassing telephone calls is a crime. Contact your police department or an Alltel representative at 1-888-558-6700.

## Directory Listings

Dual Listings are available at no charge to two people with the same last name. This is an example of a dual listing:

Smith Jeffrey & Jessie

Additional white page listings are available for a monthly fee.

A non-published telephone number is available for a monthly fee.

Occasionally the telephone company may have to change a customer's telephone number to meet the needs of the business.

## No Sales Solicitation

The Telephone Solicitation act provides that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Services. With certain exemptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number. For information, please contact:

Division of Consumer Services, Mayo Building, 2nd Floor, Tallahassee, Florida 32399-0800 or call:

(1 + 800-HELPLFLA) 1-800-435-7352

(1 + 800-FLAYUDA) 1-800-352-9832

Spanish

(Note: There is an initial fee of \$10.00 for the first year of this service. Annual Renewal Fee: \$5.00)

## Florida Telecommunications Relay, Inc.

Florida Telecommunications Relay, Inc. (FTRI) distributes specialized telecommunications devices FREE-OF-CHARGE to eligible deaf, hard of hearing, deaf and blind and speech-impaired citizens of Florida. FTRI provides Volume Control Telephones for the hearing-or-speech-impaired and TDDs, and provide Large Visual Display TDDs and Braille TDDs to deaf and deaf and blind citizens. Audible, Visual and Tactile Ring Signaling Devices are also available through this program.

For Application or Information call: 1-800-222-3448 (VOICE, TDD) Monday-Friday, 8:30 a.m.-5:00 p.m.

## The Florida Relay Service

The Florida Relay Service (FRS) provides a communication link between people who use standard telephone equipment and those individuals who use a Telecommunications Device for the Deaf (TDD).

FRS provides telephone access 24 hours a day, 365 days a year. To use FRS, call: 1-800-955-8771 (TDD) 1-800-955-8770 (VOICE)

Although there is no charge for calling the 800 number, applicable operator service charges and long-distance charges apply.

The Telecommunications Access ACT of 1991 (TASA) mandates that the FTRI Equipment Distribution Program and the Florida Relay Service be funded by a monthly surcharge billed to all phone customers in Florida.

## Telephones Used For Business Purposes

A telephone number which is used substantially for business purposes or is advertised in connection with the sale of products or services should be billed at the business rate.

## Telephone Service

In the event a customer is dissatisfied with the utility company's decision involving a complaint over rates or service, contact the Florida Public Service Commission Division of Consumer Affairs, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, 1-800-342-3552 (TDD & Voice).

## Statement Of Non-Discrimination

Alltel is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is the president of this company. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

## Directory Assistance

There is a charge of \$.50 for each call requesting intrastate directory assistance (maximum of two number requests per call):

No charge applies for the first call placed to local directory assistance (411) per line per account. This call allowance does not apply on calls placed to intrastate directory assistance (1 + area code + 555-1212).

A charge of \$.85 will apply to calls to directory assistance in an area code that is different than the caller's area code. For example, calls to 1 + 352 + 555-1212, from 386 area code, will be rated at \$.85 per call. No call allowance applies.

No charge applies to calls from hotel/motel rooms, or handicapped persons who are unable to use the telephone directory.

*Continued on next page*

# Alltel Numbers

*we make the connection.*

## **Billing Inquiries or to Place an Order:**

Residential Customers:  
1-800-347-1991\*

Local Business Sales:  
1-800-464-4413\*

Small Business Customers:  
1-800-843-9214\*

En Español:  
1-800-582-3132\*

## **Repair Service:**

Answered 24 hours (all customers)  
To report a phone out of order or other  
Telephone emergencies ..... 1-800-782-6206\*  
Dial-Up Internet ..... 1-800-990-4449\*  
DSL ..... 1-888-292-3827\*

## **Yellow Pages Advertising Sales/ Customer Relations:**

1-800-428-0185\*

## **"Call Before You Dig" Buried Cable Location:**

8:00 a.m.-5:00 p.m. Monday thru Friday  
1-800-432-4770\*

After 5:00 p.m. weekends, and holidays:  
1-800-782-6206\*

\*No Charge to Calling Party



## **Directory Assistance (Charges May Apply):**

- For Local Numbers: ..... 411
- For Other Numbers: ..... 1 + Area Code+ 555-1212
- For 800 Numbers: ..... 1-800-555-1212

## **Assistance for Telecommunication/ Devices for the Deaf (TDD) Users:**

- Service and Billing Inquiries for TDD users: ..... 1-800-374-4463 \*
- Repair Service for TDD users: ..... 1-800-374-4463 \*
- Directory Assistance for TDD users: ..... 1-800-374-4463 \*
- Emergency for TDD users: ..... 1-800-374-4463 \*
- Operator Assistance: ..... 1-800-374-4463 \*

There are no charges for directory assistance or operator assistance if you are physically unable to look up numbers in the directory or dial local or long-distance numbers due to a physical impairment. Discounted toll rates may apply to users of TDD Equipment. For additional information contact your Service Representative at the number shown above.

# Reaching Out

## Columbia County

### Auto Tags/Registration

### Boat Registration/Hunting &

### Fishing License

Tax Collector's Office  
Court House Annex  
1-386-454-1614

### Voter Registration

111 E. Madison Street  
1-386-454-1614

### Driver's License

1350 W US Hwy 90  
1-386-758-0512

### Florida Local Advocacy Council

Protecting and advocating for  
a better quality of life for  
Floridians with unique needs.  
1-800-342-0825

### Health Services

Columbia County Health Dept.  
249 E. Franklin Street  
1-386-758-1068

### Hospitals

Lake City Medical Center  
340 NW Commerce Dr  
1-800-289-2922

Lake Shore Hospital  
560 E. Franklin Street  
1-386-755-3200

VA Medical Center  
801 S. Marion  
1-386-755-3016

### Job Opportunities

Florida Job Service  
1430 S. First Street  
1-386-755-9026

### Social Services

The Family Source of Florida  
Support Stressed out, or out of  
control parents or caregivers.  
488-kids (5437)  
24-Hour Parent Helpline  
1-800-FLA-LOVE (352-5683)  
Veteran's Service (County)  
310 N. Hernando (north side)  
1-386-755-4100, ext. 213

## Alachua County

### Abuse Registry

To report suspicions for either  
adults or children  
1-800-962-2873  
TDD 1-800-453-5145

### Aging

Senior Helpline  
1-800-262-2243

### Alcoholism

Alcoholics Anonymous  
352-372-8091  
Alanon/Alateen  
352-379-4701

### Animal Services

352-955-2333

### Automobiles

Alachua County Tag Office  
352-374-5263  
Driver's License  
5830 NW 34th St. 352-955-2111  
530 NE 39th Ave. 352-334-1760  
- Commercial - CDL Tests Only

### Birth and Death Certificates

Health Department  
352-334-7970

### Consumer Information

Cooperative Extension Service  
352-955-2402

### Consumer Protection

Better Business Bureau  
1-800-940-1315  
Florida Department of Agriculture  
and Consumer Services  
1-800-435-7352  
Public Service Commission  
(Utility Regulation)  
1-800-342-3552  
Florida Department of  
Financial Services  
Financial Regulation Hotline  
1-800-848-3792  
Consumer Helpline  
1-800-342-2762

### Discrimination

Alachua County Equal  
Opportunity  
352-374-5275  
Florida Human Relations  
Commission  
1-800-342-8170

### Drugs/Substance Abuse

Corner Drug Store  
352-334-3800  
Alcoholics Anonymous  
352-372-8091  
Narcotics Anonymous  
352-376-8008

### Emergency Services

Catholic Charities  
352-372-0294  
Salvation Army  
352-376-1743  
Alachua County Social Services  
352-264-6750  
Red Cross  
352-376-4669  
Community Action Agency  
352-373-7667  
Emergency - Ambulance, Fire,  
Law Enforcement  
911

### Health Care

Shands at Alachua General Hospital  
352-372-4321  
North Florida Regional Medical  
Center  
352-333-4000  
Shands Health Care  
352-376-4000  
Malcom Randall VA Medical  
Center  
352-376-1611  
Health Department  
352-334-7900  
ACORN Clinic  
352-485-1133  
Family Practice Medical Group  
352-392-6771  
J. Hillis Miller Health Center at  
Shands  
352-392-4200  
The Florida AIDS/HIV Hotline  
English Counselors  
(800)-FLA-AIDS or 352-2437  
Spanish Counselors  
(800)-545-SIDA or 545-7432  
Creole Counselors  
(800)-AIDS-101 or 243-7101

### Information and Referral

352-332-4636

### Legal Aid

Three Rivers Legal Services  
352-372-0519

### Mental Health

Meridian Behavioral Healthcare  
352-374-5600  
Alachua Co. Crisis Center  
352-264-6785

### Poison Control

FL. Poison Control  
800-222-1222

### Pollution Control

Alachua County Environmental  
Protection Dept  
352-264-6800

### Social Services

Mental Health Association-  
Outreach  
Loretta • 386-454-1000  
Alachua County Victim Svcs  
352-264-6760  
DCF Economic Self-Sufficiency  
1-866-762-2237  
The Parent Helpline.  
1-800-352-5683  
24 hr. helpline

### Florida Local Advocacy Council

Protecting and advocating for a bet-  
ter quality of life for Floridians with  
unique needs. 1-800-342-0825  
Food Stamps  
1-866-762-2237

### Tax Information

County Property Appraiser  
(assessment)  
352-374-5230  
County Tax Collector  
352-374-5236  
State Sales Tax  
352-336-2170  
FL Dept of Revenue  
386-418-4444  
Federal Income Tax  
1-800-829-1040  
Assistance for the Deaf  
1-800-829-4059  
Federal Tax Forms Only  
1-800-829-3676  
Transportation  
Regional Transit System  
352-334-2609

# Community Information

## Libraries

### Alachua County Library District

#### All Locations

|                                    |              |
|------------------------------------|--------------|
| Hours/Branch Locations .....       | 352-334-3900 |
| Telephone Reference Service.....   | 352-334-3934 |
| Telephone Renewals .....           | 352-334-3950 |
| TDD/TTY Text Telephone .....       | 352-334-3904 |
| Volunteer Program .....            | 352-334-3943 |
| Checkouts/Overdues .....           | 352-334-3950 |
| Bookmobile.....                    | 352-334-3993 |
| ADA/Services to the Disabled ..... | 352-334-3991 |
| Administration .....               | 352-334-3910 |

#### Headquarters Library

|   |              |
|---|--------------|
| 401 E. University Avenue, Gainesville, FL                     |              |
| All Departments.....  | 352-334-3900 |
| Children's/Young Adult Services .....                         | 352-334-3941 |
| Meeting Room Reservations –<br>Headquarters Library only..... | 352-334-3977 |

#### Branch Libraries

|  |              |
|--|--------------|
| Alachua                                    |              |
| 14913 NW 140 Street, Alachua, FL.....      | 386-462-2592 |
| Archer                                     |              |
| 204 N. University Avenue, Archer, FL.....  | 352-495-3367 |
| Hawthorne                                  |              |
| 104 N. Johnson Street, Hawthorne, FL.....  | 352-481-1920 |
| High Springs                               |              |
| 135 NW 1st Avenue, High Springs, FL.....   | 386-454-2515 |
| Micanopy                                   |              |
| Micanopy Town Hall, Micanopy, FL.....      | 352-466-3122 |
| Millhopper                                 |              |
| 3145 NW 43rd Street, Gainesville, FL.....  | 352-334-1272 |
| Branch Hours.....                          | 352-334-1278 |
| Newberry                                   |              |
| 110 S. Seaboard Drive, Newberry, FL.....   | 352-472-1135 |
| Tower Road                                 |              |
| 3020 SW 75th Street, Gainesville, FL ..... | 352-333-2840 |
| Waldo                                      |              |
| 150 SW 2nd Place, Waldo, FL .....          | 352-468-3298 |

## Recreation

|                             |                |
|-----------------------------|----------------|
| Alachua County              |                |
| Boy Scouts .....            | 352-375-7094   |
| Girl Scouts .....           | 352-376-3004   |
| YMCA .....                  | 352-376-7172   |
| Columbia County             |                |
| Recreation Center           |                |
| 901 St. Margaret Road ..... | 1-386-758-5427 |

## Public Schools

|                             |                |
|-----------------------------|----------------|
| Alachua County              |                |
| School Board.....           | 352-955-7300   |
| Columbia County             |                |
| School Board Office         |                |
| 310 N. Hernando Street..... | 1-386-755-8000 |

## Senior Adults

|                                      |                 |
|--------------------------------------|-----------------|
| Alachua County                       |                 |
| Senior Helpline .....                | 1-800-262-2243* |
| Social Security Administration ..... | 1-800-772-1213* |

## Utilities

|                                |                 |
|--------------------------------|-----------------|
| Alachua County                 |                 |
| Gainesville Regional Utilities |                 |
| Applications .....             | 352-334-3434    |
| Billing Information .....      | 352-334-3434    |
| Problems .....                 | 352-334-3434    |
| Columbia County                |                 |
| City Gas & Water               |                 |
| 150 N. Alachua Street .....    | 1-386-752-2031  |
| Clay Electric Cooperative      |                 |
| 3600 S. First Street.....      | 1-386-752-7447  |
| Florida Power Corporation      |                 |
| 263 W. Desoto Street .....     | 1-800-226-3545* |

## Telephone

|                    |  |
|--------------------|--|
| Alltel             |  |
| 206 SE White Av    |  |
| Live Oak, FL 32064 |  |

### Billing inquiries or to place an order:

|                                |                 |
|--------------------------------|-----------------|
| Residential Customer .....     | 1-800-347-1991* |
| Business Customer .....        | 1-800-843-9214* |
| Small Business Customers ..... | 1-800-843-9214* |
| En Español.....                | 1-800-582-3132* |

### Repair Service answered 24 hours (all customers)

|   |                 |
|---|-----------------|
| To report a phone out of order or other |                 |
| Telephone emergencies.....              | 1-800-782-6206* |
| Dial-Up Internet .....                  | 1-800-990-4449* |
| DSL .....                               | 1-888-292-3827* |
| Assistance for TDD users only.....      | 1-800-374-4463* |

\*No charge to calling party



## Recycle Your Directory!

If there is a recycling program in your area, please consider recycling last year's directory.

In order to conserve on the world's natural resources and remain ecologically responsible, Alltel has used recycled paper in this directory.